

TRANSACTION DOCUMENT No. 1

System Implementation Services

As Contemplated Under:

INFORMATION TECHNOLOGY MASTER SERVICES AGREEMENT 16500-00002791

This Transaction Document (consisting of this document and its listed Schedules) is entered pursuant to and is subject to the Information Technology Master Services Agreement referenced above (the "Agreement"), and is between the State of Oregon, acting through its Office of the Secretary of State (Agency), and KNOWiNK, LLC ("Contractor").

WHEREAS, the Parties entered into the Agreement which contemplates that certain Services to be provided to Agency by Contractor will be described in Transaction Documents;

WHEREAS, Agency wishes to procure from Contractor the information technology and related services described in this Transaction Document (the "Services") to design and implement a voter registration system with the characteristics described in this Transaction Document (the "System") from Contractor and Contractor wishes to provide such Services and System to Agency on the terms and conditions set forth in the Agreement and this Transaction Document;

NOW, THEREFORE, for valuable consideration, the receipt and sufficiency of which is acknowledged, Agency and Contractor agree as follows:

1. Definitions and Construction

- 1.1. Definitions.** Unless otherwise defined herein, capitalized terms will have the meaning ascribed to them in the Agreement. In addition, the terms defined in Schedule 1 to this Transaction Document will have the meaning set forth therein.
- 1.2. References to Agreement.** The "Agreement" means the Agreement, as it has been or may in the future be amended, modified, supplemented, revised, or restated by the Parties.
- 1.3. References to Transaction Document.** References to "Transaction Document" in this document and its Schedules means this individual Transaction Document only and does not mean or refer to any other Transaction Document that has been or may in the future become part of the Agreement.

2. Term

- 2.1. Transaction Document Dates.** The effective date of this Transaction Document is the date it has been signed by both Agency and Contractor, and approved as required by applicable law (the "Transaction Document Effective Date"). Contractor shall provide Services as specified under this Transaction Document until the earlier of June 30, 2026 (the "Transaction Document Expiration Date") or the termination of this Transaction Document in accordance with the terms of the Agreement. The period from the Transaction Document Effective Date through and including the date of its expiration or termination is the "Transaction Document Term."

3. Services

- 3.1. Services.** The Services to be performed and Deliverables to be provided under this Transaction Document are set forth in [Schedule 1](#), the Statement of Work.

3.2. Service Locations. The Service Locations from which Contractor will provide the Services are set forth on [Schedule 3](#) to this Transaction Document.

3.3. Requirements. The System Requirements are set forth on [Schedule 9](#), attached hereto and incorporated herein.

4. Service Levels.

4.1. The Service Levels and the corresponding Fee Reductions applicable to this Transaction Document are set forth in [Schedule 2](#).

5. Personnel.

5.1. Key Personnel. The Key Personnel for this Transaction Document, including the Contractor's Authorized Representative and Project Manager for the Services Described in this Transaction Document are listed in [Schedule 4](#) to this Transaction Document.

5.2. Agency Personnel. Agency's Authorized Representative and Project Manager for the Services described in this Transaction Document are listed on [Schedule 5](#) to this Transaction Document.

5.3. Approved Subcontractors. Subcontractors listed in [Schedule 6](#) are hereby approved to perform under this Transaction Document.

6. Acceptance Testing; Final Acceptance.

6.1. Acceptance Testing. Contractor and Agency will conduct interim System Acceptance Testing activities as set forth in [Schedule 1, the Statement of Work](#).

6.2. System Testing. Contractor shall conduct System Testing as set forth in this Section 6.2 and in the Statement of Work with respect to both the MVP and Phase 2 releases (each as defined in the Statement of Work). In accordance with Agency's written notice to proceed with System Testing, Contractor shall install and test the entire System in the Test Environment in accordance with Schedule 1, in order to determine if the System is in material conformance with Requirements set forth in Schedule 9 to this Transaction Document, and Agency-accepted Deliverables resulting from the Requirements Validation Task, and in the Agency-accepted Deliverables resulting from the System Design Task (the "System Requirements"). If Level 1, Level 2, or Level 3 Defects are discovered in the System, Contractor shall correct such Defects and retest at no additional charge to Agency prior to completion of System Testing under this Section. Contractor shall resolve Level 4 Defects at no additional charge to Agency within Agency-approved timeframes.

6.3. User Acceptance Testing (UAT). Agency will conduct UAT as set forth in this Section 6.3 and in the Statement of Work with respect to both the MVP and Phase 2 releases (each as defined in the Statement of Work). After Agency's acceptance of the System Test Results in the applicable phase (MVP or Phase 2) and the correction of all known Level 1, Level 2, and Level 3 Defects discovered prior to UAT, Agency will test the entire System by using it in off-line processing using both test data and the Agency's converted operational data in order to determine if the System is in material conformance with the System Requirements. Contractor shall deliver UAT Services in accordance with the UAT Task in Schedule 1. Agency will notify Contractor in writing of each Defect discovered during UAT in accordance with the Accepted Test Plan and specify its level. Contractor shall correct all Level 1, Level 2, and Level 3 Defects identified during UAT at no additional charge to Agency and resubmit the corrected System to Agency for retesting within ten (10) Business Days of a written notice of Defect. All such retesting will be done on an iterative basis and be completed by Agency no later than ten (10) Business Days after Contractor submission of the corrected System. Contractor shall correct all Level 1 Defects,

Level 2 Defects, and Level 3 Defects prior to completion of UAT activities under this section. Contractor shall resolve Level 4 Defects discovered during UAT at no additional charge to Agency within Agency-approved timeframes.

6.4. Implementation and Mock Elections. After Agency's Acceptance of the UAT Report in a phase, and upon Agency's notice to proceed with the System Implementation Task for the phase, Contractor shall install the System in the Agency-approved Environment. If the Statement of Work calls for the conduct of a Mock Election, Contractor shall prepare the Mock Election for Agency in accordance with the Statement of Work. In addition to conducting any Mock Election, Agency and Counties will test the entire System implemented in that phase in order to validate that the System is functioning in the Agency-approved Environment, validate the Implementation methodology, validate the user and site preparedness activities, and determine if the System is in material conformance with the Agreement Requirements.

6.5. System Stabilization Period.

Upon completion of the Implementation as set forth in Section 6.4, including the conduct of any Mock Election required by the Statement of Work, and Contractor's correction of identified Level 1, Level 2, and Level 3 Defects, and upon Agency's notice to proceed, Contractor shall fully implement the System implemented in that phase in the Production Environment in accordance with Schedule 1. After Implementation, Agency will use the System for processing of System data in Production for a period of 90 Calendar Days (a "System Stabilization Period") to determine if the System is stable, complete, and operating correctly.

6.5.1. If Defect(s) are discovered during a System Stabilization Period, Agency will notify Contractor of the Defect in writing as soon as practical, describing the Defect and specifying its level. Upon receipt of such written notice, Contractor shall correct any Level 1 Defect within four (4) consecutive hours, any Level 2 Defect within twenty four (24) consecutive hours, and any Level 3 Defect within three (3) Business Days from the time of the written notice, and submit the corrected System to Agency for validation in accordance with this Section, at no additional charge to Agency. All such validation will be completed by the Agency no later than three (3) Business Days after Contractor submission of the corrected System.

6.5.2. At the end of each System Stabilization Period, if any Level 1, Level 2, or Level 3 Defects discovered during the System Stabilization Period remain uncorrected, Agency will grant Contractor one additional five (5) Business Day period from the end of the System Stabilization Period to correct such Defects. If the Defects are not corrected during that period, unless Agency in its discretion allows additional time for correction, Agency may declare a material breach of this Transaction Document by Contractor.

6.5.3. The parties will set priorities for Level 4 Defects remaining at the end of a System Stabilization Period, and Contractor shall correct such Defects during one or more a maintenance release(s) to be delivered on an agreed upon schedule.

6.5.4. Completion of the System Stabilization Period following Phase 2 will mark the end of the Implementation Task.

6.6. Resolution of Defects During System Stabilization Period. If Defect(s) are discovered during a System Stabilization Period, Agency will notify Contractor of the Defect in writing as soon as practical and Contractor shall correct the Defect as set forth in the Statement of Work. Contractor shall resolve any Level 1 or 2 Defect(s) as set forth in the Statement of Work, and the System Stabilization Period will be restarted at day 1 upon Agency's Acceptance of the corrections of the Defect, including any required Acceptance Tests. When a Level 3 Defect is identified, the System Stabilization Period will pause, will recommence upon Agency's Acceptance of the correction of the Defect, including any required Acceptance Tests, and will end, absent the discovery of any additional Defects, on the date that is the later of (i) fourteen Calendar Days following Agency's Acceptance of the correction of the Level 3 Defect, or (ii) the expiration of the System Stabilization Period.

6.7. Final Acceptance. "Final Acceptance" of the Services described in this Transaction Document and the System will occur when the following events have occurred, or conditions exist:

- 6.7.1.** Agency has notified Contractor that the System meets all Acceptance Criteria and that all Acceptance Tests required pursuant to the SOW have been successfully completed for the System;
- 6.7.2.** The System is stable, complete, and operating correctly as specified in the SOW, without Level 1 Defects, Level 2 Defects, or Level 3 Defects;
- 6.7.3.** Agency has received any Governmental Approvals required by Law to use the System and the Application Services for their intended purpose;
- 6.7.4.** All-Documentation is complete, inventoried, and Accepted by the Agency. Contractor shall provide all text Documentation both in hard copy and in an electronic format as specified in the Statement of Work; and
- 6.7.5.** Contractor has completed and Agency has Accepted Deliverables for User Training, Technical Training, and other knowledge transfer as specified in SOW.

7. Warranties and Warranty Period.

7.1. Additional Warranties. In addition to the representations and Warranties set forth in the Agreement, Contractor hereby makes the following representations and warranties with respect to the Deliverables and Services that are the subject of this Transaction Document:

[NONE]

7.2. Post-Implementation Warranty Period. Contractor shall warrant the System During the Post-Implementation Warranty Period. During the Post-Implementation Warranty Period, Contractor shall, at no additional charge to Agency, furnish such materials and Services necessary to correct any Defects in the System that prevent the System from meeting the Acceptance Criteria and Agreement warranties. Contractor shall cure Defects discovered during the Post-Implementation Warranty Period that prevent the System from meeting the Acceptance Criteria and Agreement warranties. For purposes of this Section, "Post-Implementation Warranty Period" means the period that begins on the date of the completion of the Phase 2 System Stabilization Period and ends on the date that is the earliest of (i) 12 months from that date, or (ii) 6 months from that date if the System has experienced no errors that are Criticality 1 or Criticality 2 (as defined in Schedule 2 to this Transaction Document) during that 6 month period.

7.3. System Change Warranty Period. Contractor shall warrant System changes that modify or enhance the System Accepted at Final Acceptance, and that are not Defect corrections, for a period of ninety (90) Calendar Days following Acceptance of the implemented System change. Contractor shall, at no

additional charge to Agency, furnish such materials and Services necessary to correct any Defects relating to the System change that prevent the System from meeting the Acceptance Criteria and Agreement warranties. Contractor shall cure Defects discovered during the System Change Warranty Period that prevent the System from meeting the Acceptance Criteria and Agreement warranties.

8. Licenses

8.1. Contractor Intellectual Property. The licenses for Contractor Intellectual Property that Contractor is required to deliver under this Transaction Document are set forth in [Schedule 7](#) to this Transaction Document.

8.2. Third Party Intellectual Property. The licenses for Third Party Intellectual Property that Contractor is required to deliver under this Transaction Document are set forth in [Schedule 8](#) to this Transaction Document.

9. Charges.

9.1. Payments. Agency shall pay Contractor the fixed prices set forth in the [Payment Schedule of the Statement of Work](#) for Contractor's completion and Agency's Acceptance of the Services and Deliverables Contractor will deliver under this Transaction Document. All invoices and payments will comply with the terms of the Agreement.

9.2. Transaction Document Maximum-not-to-exceed Compensation. Notwithstanding any other provision of this Transaction Document to the contrary, the maximum, not-to-exceed compensation that Agency will pay to Contractor under this Transaction Document is **\$9,845,000.00** (the "Transaction Document Maximum Not-To-Exceed Compensation"), which includes payment for any allowable expenses for which Contractor may request reimbursement under this Agreement.

9.3. Expenses. Agency will not reimburse Contractor for expenses incurred by Contractor in the performance of Services under this Transaction Document.

10. Severability. The parties agree that if any term or provision of this Transaction Document is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and provisions will not be affected, and the rights and obligations of the parties will be construed and enforced as if this Transaction Document did not contain the particular term or provision held to be invalid.

11. Counterparts. This Transaction Document may be executed in several counterparts, all of which when taken together constitute one contract binding on all parties, notwithstanding that all parties are not signatories to the same counterpart. Each copy of this Transaction Document so executed constitutes an original.

12. Headings. The headings in this Transaction Document are included only for convenience and do not control or affect the meaning or construction of this Agreement.

13. Integration. This Transaction Document and attached Schedules constitute the entire agreement between the parties on the subject matter hereof. There are no understandings, agreements, or representations, oral or written, not specified herein regarding this Transaction Document.

14. Certification. By signature on this Transaction Document, the individual signing below on behalf of Contractor certifies under penalty of perjury that: a) the undersigned is authorized to act on behalf of Contractor; and b) the representations, warranties and certifications contained in the original Agreement are true and correct as of the effective date of this Transaction Document and with the same effect as though made at the time of this Transaction Document.; and b) the undersigned is authorized to act on behalf of Contractor and that Contractor is, to the best of the undersigned's knowledge, not in violation of

any Oregon Tax Laws. For purposes of this certification, "Oregon Tax Laws" means a state tax imposed by ORS 320.005 to 320.150 (Amusement Device Taxes), 403.200 to 403.250 (Tax For Emergency Communications), 118 (Inheritance Tax), 314 (Income Tax), 316 (Personal Income Tax), 317 (Corporation Excise Tax), 318 (Corporation Income Tax), 321 (Timber and Forest Land Taxation) and 323 (Cigarettes And Tobacco Products) and the elderly rental assistance program under ORS 310.630 to 310.706 and any local taxes administered by the Department of Revenue under ORS 305.620.

CONTRACTOR, BY EXECUTION OF THIS TRANSACTION DOCUMENT, HEREBY ACKNOWLEDGES THAT CONTRACTOR HAS READ THIS TRANSACTION DOCUMENT, UNDERSTANDS IT, AND AGREES TO BE BOUND BY ITS TERMS AND CONDITIONS.

CONTRACTOR: YOU WILL NOT BE PAID FOR SERVICES RENDERED PRIOR TO AGENCY OBTAINING ALL NECESSARY STATE APPROVALS.

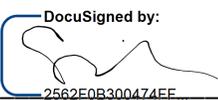
THE STATE OF OREGON, ACTING THROUGH ITS OFFICE OF SECRETARY OF STATE

By:  _____
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Name: Deborah Scroggin

Title: Elections Director

Date: 7/1/2021

[CONTRACTOR]  _____
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Name: Scott Leindecker

Title: Scott Leindecker

Date: 6/29/2021

SCHEDULE 1 – STATEMENT OF WORK

A. Project Overview

The Oregon Centralized Voter Registration System (OCVR) is a critical application used by County and state elections employees to manage election and voter records. OCVR is now over 15 years old and needs significant enhancements or replacement. The Agency currently has Help America Vote Act (HAVA) funding and intends to use that funding to modernize the current OCVR. During the year 2020, the Agency identified this project and began project initiation activities. The Agency outsourced the major requirements-gathering effort for the RFP to a consultant, and conducted various workshops and interviews with the Agency, Counties, and other stakeholders (e.g. owners of interfacing systems), to develop the requirements.

In the current ecosystem, OCVR, the Oregon Election System for Tracking and Reporting (ORESTAR), and Election Business Systems (EBS) contain duplicate data, and the scheduler does not allow information to flow between systems in real-time. The Agency is managing and maintaining multiple databases and the current platform lacks the ability to easily implement modern security best practices (like multi-factor authentication). County Elections offices have minimal tools to improve the voter experience and have difficulty keeping voters updated on the status of their voter registration and completed ballots. OCVR has significant challenges in communicating with third-party systems that are critical to the election process, such as tabulators and scanners.

After reviewing RFP proposals, Agency selected Contractor to provide the System to:

1. Improve the pain points discussed above.
2. Achieve additional desired functionality to improve the efficiency of administering elections.
3. Enhance voter communications and transparency.
4. Optimize business processes within the State and Counties in using and supporting the System.

B. Project Standards

This Part B of the Statement of Work details the standards, limitations, and constraints of the Project.

Definitions

Acronyms and Project-specific terms are defined in [Part E](#) of this Statement of Work.

Guiding Principles – Future State Vision

The following represents the guidance principles for configuration and customization developments, and to illustrate a framework for OCM activities. Deviations from these guiding principles during Project work must be documented with an explanation for the deviation, and written approval from the Agency PM.

Guiding Principle	Description
Align to Best Practices	Standard, out-of-box processes aligned to industry best practices will be the default approach over customization, unless required to support a valuable differentiating Agency or County need. Exceptions will be considered to accommodate unique legislative, fiscal, regulatory or security requirements.
Prioritize Requirements	Operational improvements that benefit the Agency and County Elections Offices will be prioritized over improvements that benefit only a small subset of stakeholders.
Increase Internal Efficiencies	Elections are critical to our community, but also a non-revenue producing activity. As a result, the System will look for opportunities to improve efficiency through use of automation, real-time data sharing, advances in new technology, the reduction of technical debt, and is user friendly so as to reduce training needs.
Enhance Voter Communication	To improve the voters and the Counties ability to communicate, incorporate portals, integrated calendars, and communications features to effectively manage voter history and improve communications using tools such as SMS text and email in addition to “snail mail” notifications.
Improve Data Integrity, Sharing, and Security	To improve reporting, overall data quality, and security, Agency and the Counties will standardize data as much as possible, incorporate data validation and privacy/security best practices within the System.

Deliverable Expectation Documents

When a Deliverable’s Acceptance Criteria includes an Agency-accepted DED (Deliverable Expectation Document), Contractor shall prepare a DED for Agency’s review and feedback. The DED template and the deliverable review and approval processes will be provided as part of the Project Management Plan. The Deliverable Acceptance Request (DAR) template will also be provided as part of the deliverable review and process methodology in the PMP. Each DED must document, at a minimum, the following:

- Project Name
- Deliverable Name
- applicable SOW references (Task and Deliverable #)
- Deliverable outline/brief description;
- Additional Deliverable requirements, as mutually agreed during [Requirements Validation](#);
- Acceptance Criteria for the Deliverable;
- Agency and Contractor’s review and approval timeline, if different than the periods set forth in Section 4.6 of the Agreement; **and**
- Signature line for Agency approval.

Documentation Formatting

Unless otherwise noted for a given Deliverable, all Deliverables should be provided in one of the following file formats:

File Format	Description
.pdf	Portable Document Format
.docx	Microsoft Word
.xlsx	Microsoft Excel
.csv	Comma Separated Value
.vsdx	Microsoft Visio

All other file formats must be approved by the Agency Project Manager prior to Deliverable submittal.

State of Oregon Holidays

The following are the State of Oregon Holidays that are observed by the Agency:

1. New Year's Day;
2. Martin Luther King Jr. Birthday;
3. Presidents Day;
4. Memorial Day;
5. Juneteenth;
6. Independence Day;
7. Labor Day;
8. Veterans Day;
9. Thanksgiving Day;
10. Day After Thanksgiving;
11. Christmas Day; and
12. Any day appointed by the Governor or Secretary of State as a holiday.

C. Tasks, Deliverables, Periods of Performance, and Acceptance Criteria

This Part C of the SOW details the following:

- Tasks and Services to be performed;
- Period of Performance for each Task;
- The Deliverables required of the Contractor; **and**
- The Acceptance Criteria for the Deliverables.

Deliverable deadlines are specified in [Part D](#) of this SOW. The Project Schedule that Contractor completes pursuant to Task 1.1 will include a Delivery Schedule for the Services described in this SOW. Upon Agency's

Acceptance of Deliverable 1.0, the Project Management Plan, the Delivery Schedule set forth in the Project Plan will become binding on the Parties. The Parties may amend the Delivery Schedule by agreeing in writing to a revised Delivery Schedule, which will replace the then-current Delivery Schedule. The Delivery Schedule most recently signed by both Parties shall be the Delivery Schedule for the Services set forth in this Transaction Document.

Task 1.0 – Project Management

Period of Performance: Transaction Document Effective Date thru Project Closeout.

Purpose and Objective: Ensure ongoing coordination between Agency and Contractor during the Project's period of performance up until Project Closeout. The objective is for Contractor to work with Agency's Project Manager to set up roles, responsibilities, record-keeping systems, lines of communication, and procedures for managing the Project, assuring quality, managing technical configuration, and controlling Project changes.

The Contractor shall follow project management best practices, and both Contractor's activities and Deliverables shall be consistent with the Project Management Institute (PMI) and Project Management Body of Knowledge (PMBOK).

Agency Responsibilities: Contractor shall perform all Services and provide all Deliverables required of this Task. To that end, Agency will:

- Prepare and maintain the Agency's Project Management Plan.
- Provide access to Agency's communication system and document collaboration library (currently MS Teams).
- Review and provide feedback on Contractor's Project Management Deliverables.
- Schedule meeting dates/times for meetings that include State and County official participation, including the Oregon Votes Steering Committee.
- Manage Agency's resources, including its authorized agents under contract with Agency (except for Contractor).
- Provide contact information and facilitate additional State resources as and when requested by Contractor (e.g., Oregon DMV, DAS P&D, ERIC).
- Submit Project Change Requests to Contractor, when needed.
- Review and approve or deny Contractor Project Change Requests. If denied, an explanation will be provided to Contractor.

Deliverable(s) and Acceptance Criteria

All Deliverables and Acceptance Criteria are specified in the subtasks below.

Task 1.1 – Project Planning

Contractor shall develop and provide a Project Management Plan, initial training plans, and additional Deliverables related to the software development lifecycle for this Project.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
1.0	Project Management Plan	<p>The Project Management Plan must outline how the Contractor will manage the Project throughout the Project lifecycle. The Project Management Plan must include, at a minimum, the following components, and subsidiary plans:</p> <ul style="list-style-type: none"> • Scope Management Plan (Deliverables & Acceptance Criteria, Project Approach, Exclusions, Constraints and Assumptions, Goals). • Requirements Management Plan. • Change Management Plan – The Change Management Plan should define that Change Requests are: <ul style="list-style-type: none"> ○ Created by the Oregon Votes Project Team; ○ Reviewed and edited by the Agency Project Manager; ○ Approved or Rejected by the Oregon Votes Steering Committee; ○ Implemented by the Oregon Votes Project Team; and ○ Updated by the Contractor to reflect the project schedule and cost estimates when change requests are approved. • Work Breakdown Structure (WBS) and Schedule Management Plan – The WBS must include: <ul style="list-style-type: none"> ○ A consolidated view of the activities, activity descriptions, and activity durations assigned to the Oregon Votes Project Team, the Contractor, and the External QA Consultant; ○ Resources assigned to each activity; ○ A list of Deliverables tied to project milestones; ○ A method to track the project schedule against the planned schedule; and ○ DED and Deliverable submission and approval periods. • Testing and Quality Management Plan • Resource Management Plan • Communication Management Plan • Risk Management Plan • Stakeholder Engagement Plan • Release Management Plan 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Agency PM approves the PM Plan.

Task 1.2 – Project Kickoff Meeting

Contractor shall schedule, lead, and participate in a Project Kickoff Meeting with the Oregon Votes Project Team. Contractor shall start the meeting in a presentation format. The purpose of the Project Kickoff Meeting is to review all the components described above in the Project Management Plan and the various Deliverables associated with the Project. The Contractor shall lead the discussion of the following Project activities for all the stakeholders to gain an understanding of the process, roles, and responsibilities:

- **Roles** - Understanding of the roles of various project stakeholders including the Oregon Votes Steering Committee, Project Sponsor, Agency’s Project Manager, Oregon Votes Project Team, and Contractor’s Project team.
- **Stakeholders** - Identification of key stakeholders to be contacted to review and validate information relative to all steps throughout the Project.
- **Work Plan** - Review of the Project work plan.
- **Deliverables** - Review of the Deliverables of the Project work plan.
- **Project Schedule** - Review of the Project schedule.
- **Mock Project Risk Discovery** – Review of Project risks and shared lessons-learned.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
1.1.1	Project Kickoff Meeting Presentation	<p>The Project Kickoff Meeting Presentation must include the following topics:</p> <ul style="list-style-type: none"> • Project Overview • Objectives and Definitions • Roles and Responsibilities • Project WBS • Project Deliverables • Project Schedule (high-level) • Keys to Success • Next Steps • Questions and Answers (Q&A) 	<ul style="list-style-type: none"> ✓ Copy of presentation provided to OR Votes PM prior to meeting. ✓ Presentation accurately addresses at least all topics identified in the SOW. ✓ Attendees are able to indicate that they understand the topics presented. ✓ Contractor attends the meeting and performs the presentation. ✓ Contractor takes notes and performs follow-up after the meeting, if necessary, to ensure all questions are answered.
1.1.2	Project Kickoff Meeting Notes	Documentation of all substantial decisions, agreements, and follow-up questions asked and their respective answers.	<ul style="list-style-type: none"> ✓ All questions asked during the Project Kickoff Meeting are documented with corresponding answers.

Task 1.3 – Status Reports

Contractor shall schedule, attend, and participate in regular Project status meetings to discuss progress, issues, resolutions, and next steps.

In preparation for these meetings, Contractor shall develop and deliver Bi-weekly Project Status Reports during the implementation phases of the Project. Contractor shall provide these status reports on a regularly scheduled basis, delivered once every other week to the Agency's PM.

Contractor shall also attend and participate in monthly Oregon Votes Steering Committee Meetings with the Oregon Votes Project Team. Contractor shall provide updates to the Committees using the Monthly Steering Committee Meeting Reports.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
1.2.1	Bi-Weekly Project Status Reports	Contractor shall follow the reporting format provided by Agency. Each report must, at a minimum, address the following: <ul style="list-style-type: none"> • Status reports • Issues list • Risk management updates 	<ul style="list-style-type: none"> ✓ Includes enough detail to drive Project status meetings. ✓ Status documents verifiable progress being made on the Project. ✓ Reports provided up until Agency acceptance of Project Closeout activities and Deliverables.
1.2.2	Monthly Steering Committee Meeting Reports	Contractor shall follow the reporting format provided by Agency. Each report must, at a minimum, address the following: <ul style="list-style-type: none"> • Status reports • Issues list • Risk management updates 	<ul style="list-style-type: none"> ✓ Includes enough detail to drive Project status meetings. ✓ Status documents verifiable progress being made on the Project. ✓ Reports provided up until Agency acceptance of Project Closeout activities and Deliverables.

Task 1.4 – Quarterly Project Scope Reviews

Contractor shall schedule and participate in quarterly Project Scope Review Meetings with Agency to:

- Review Project progress and validate the scope and requirements; **and**
- ensure that all scoping elements are being addressed and that nothing is missed during Project performance.

Contractor shall document the outcomes of the Project Scope Review Meetings, and deliver it to the Agency's PM.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
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<p>1.3</p>	<p>Quarterly Project Scope Review Meeting Notes</p>	<p>These notes must document the scope and requirement elements reviewed, and the disposition for each.</p>	<ul style="list-style-type: none"> ✓ Contractor attends and participates in Quarterly Project Scope Review Meetings. ✓ Agency PM approves Contractor’s notes.
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Task 2.0 – Organizational Change Management

Period of Performance: June 2021 thru February 2023.

Purpose and Objective: Manage and facilitate business process changes to optimize the value gained from the System and ensure County satisfaction. The primary goal of this Task is to smooth out the friction Users will experience in adapting to a new system. As part of this work, the Contractor shall facilitate business process mapping (as-is and to-be) and document the to-be business process decisions so as to inform the implementation and training plans.

Agency Responsibilities: Contractor shall perform all Services and provide all Deliverables required of this Task. To that end, Agency will:

- Identify the OCM audience, including:
 - Communication to the Oregon Votes Subcommittee
 - Communication to stakeholders (Counties, State personnel, vendors, third parties, and so on)
 - Communications to the public
- Distribute OCM communications.
- Create a notice of, and contact list for, communicating changes resulting from the OCM Gap Analysis.
- Develop initial list of processes pulling from previous research and internal knowledge.
- Setup a meeting with the Sub-committee to provide background and additional context of this Task and its subtasks and ask the Sub-committee to complete a list in advance of the OCM phase.

Deliverable(s) and Acceptance Criteria

All Deliverables and Acceptance Criteria are specified in the subtasks below.

Task 2.1 – Gap Analysis

Contractor shall:

- Perform a gap analysis to document current process and map those processes to the functionality of the System.
- Document how the existing processes will change with the System.
- Capture the current process narrative, the new process narrative, and the summary of the change between the two.
- Develop and review as-is processes with the Oregon Votes County Subcommittee.

- Develop and deliver job and process maps that identifies needed organizational changes in order to optimize the value realized by the System.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
2.1.1	As-is Job and Process Mapping	<ul style="list-style-type: none"> • Review existing process and gather domain knowledge to create as-is process documentation that is transparent, easy to follow, and uses standard notation to clearly document relevant roles within the process. • Document current voter registration and election management processes. • Define User processes within OCVR. • Identify the roles and responsibilities at the County and State to manage the as-is processes. 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Documents a process taxonomy that identifies the most critical processes supporting successful election management and voter registration. ✓ The taxonomy allows the team to prioritize which to-be process documents to create. ✓ Approval from the Oregon Votes Project Team that as-is processes are accurately captured from the State perspective. ✓ Approval from Oregon Votes County Subcommittee that as-is processes are accurately captured from the Oregon County perspective.
2.1.2	To-be Job and Process Mapping	<ul style="list-style-type: none"> • Document the gap between the old and new processes. • Define the delta in the process from OCVR to the System. • Identify personnel needs to facilitate ongoing management of the System to support the Counties. • Document future state processes that reflect the System and related job roles including improvement opportunities and new methods to improve accuracy, efficiency, and transparency. • Identify the roles and responsibilities at the County and State to manage the to-be processes. 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ As-is and to-be gaps documented for both State and County personnel. ✓ To-be job role maps identify levels of effort and expertise needed for State personnel to support the Counties in the System. ✓ Oregon Votes County Subcommittee approves To-be process methods. ✓ Achieves leadership alignment and County buy-in by receiving approval from the Oregon Votes County Subcommittee.

		<ul style="list-style-type: none"> Identify standardized to-be workflows and common methodologies for Counties. 	
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Task 2.2 – Communication Plan

Contractor shall develop and deliver a plan to:

- notify Counties of the changed business and operational processes resulting from the gap analysis; **and**
- notify existing employees (that will be impacted by the “To-Be” state) of the changes resulting from the gap analysis.

Contractor shall facilitate discussions and support a feedback mechanism for impacted County and Agency employees.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
2.2.1	Organizational Change Management Communication Plan	<ul style="list-style-type: none"> Documents the communication strategies and approach, including for reinforcement activities. Defines the OCM goals and objectives. Leadership alignment strategy. Defines future communication protocols. Methodology to build awareness and execute changes in the following areas: <ul style="list-style-type: none"> System features Security architecture Technology components Workflow and configuration specifications Screens and views Forms and report parameters Data migration and data transformation tasks Be designed and formatted in a manner to engage State and County employees. Provides all associated communication resources to execute the strategy and approaches defined in this plan. Identifies the communication feedback mechanism(s). 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Communication strategies identifies target audiences, and approaches are tailored to the different audiences. ✓ OCM goals and objectives align with the Future State Vision Guiding Principles. ✓ Describes and provides templated design and formatting standards for future OCM Communication Materials. ✓ Demonstrates an ongoing two-way communication feedback mechanism with the different target audiences. ✓ Achieves leadership alignment and County buy-in by receiving approval from the Oregon Votes Steering Committee.

2.2.2	OCM Communication Materials	Development of communication materials that are aligned with the OCM Communication Plan, which Agency can distribute timely throughout the Project.	✓ Agency PM provides written confirmation that this Deliverable aligns with the OCM Communication Plan's goals and objectives.
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Task 2.3 – Training Strategy

Contractor shall ensure training plans and materials incorporate the considerations of the gap analysis (i.e., as-is and to-be mapping) delivered and Accepted in Task 2.1.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
2.3	Training Strategy Document	Identification of the pertinent elements of the gap analyses that are to be incorporated into the training documentation and Deliverables.	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Identifies how the training approach will address the gaps between Deliverables 2.1.1 and 2.1.2. ✓ The Oregon Votes Project Team confirms and approves that pertinent elements of the gap analysis have been incorporated.

Task 2.4 – Change Reinforcement Plan

Contractor shall be responsible for ensuring agreed-upon and accepted business process changes are reinforced with Agency and the Counties. Contractor shall develop and deliver a Change Reinforcement Plan to accomplish the objective of this Task for ensuring the realization of optimal value gained from the System in the long term.

Contractor shall provide status updates to the Agency's PM, reporting on the progress of change acceptance and identifying any issues and recommended remediation efforts.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
2.4.1	Change Reinforcement Plan	<p>This Deliverable must address the following:</p> <ul style="list-style-type: none"> • Purpose. • Risks are identified, and mitigation strategies defined for each risk. • The process for identification and documentation of monthly lessons learned. • Assessment intervals and adoption/performance metric definition. • Clear roles, responsibilities, and governance. • Plan to promote new successful behaviors. 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Addresses risks and mitigation strategies in the areas of change resistance, Agency and County leadership, operational disruptions, and avoidance of forcing change. ✓ Monthly lessons learned section identifies how to promote successful behaviors in an ongoing manner during change reinforcement reporting. ✓ Oregon Votes Project Team approves the cadence of the assessment intervals. ✓ ✓ Approved by the Oregon Votes Steering Committee.
2.4.2	Monthly Change Reinforcement Progress Reports	<p>Assessing and analyzing performance – At regular intervals, assessments are performed to measure Project metrics for tracking adoption and performance.</p> <p>Diagnosing gaps & issues during and post implementation – Ongoing analysis will be performed to identify areas of resistance and issues to uncover the causes of any gap between current performance and desired performance.</p> <p>Taking necessary corrective action – Remediation efforts will include such steps as identifying any new training needs, updating training content, working with managers and leaders to communicate relevant changes and reinforce expectations.</p>	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Agency continues to receive this Deliverable on a regular monthly basis until Agency’s Acceptance of the Phase 2 System Deployment.

Task 3.0 – Requirements Validation

Period of Performance:

Phase	Target Start	Target End
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MVP	June 2021	October 2021
Phase 2	October 2022	December 2022

Purpose and Objective: In this Task, the Contractor shall lead and facilitate the process for developing the detailed System functional and non-functional requirements documentation based on [Schedule 9](#) in this Transaction Document.

Contractor shall complete the following activities in the development of detailed requirements:

- Review in detail all existing use case documentation and requirements developed by the Agency.
- Perform interviews with Agency Subject Matter Experts, defined by the Agency PM, to understand how the baseline requirements shall be translated into the technical details required for System requirements.
- Develop a draft System requirements methodology that addresses the approach and tools to ensure alignment with the Requirements and capture the level of detail necessary.
- Review draft System requirements methodology with the stakeholders designated by Agency, allowing time for those stakeholders to return comments or clarifications.
- Prepare final System requirements methodology based on updates from stakeholders designated by Agency.
- Prepare and deliver the detailed functional and non-functional requirements traceability matrices.

Agency Responsibilities: Contractor shall perform all Services and provide all Deliverables required of this Task. To that end, Agency will:

- Provide clarification on the Requirements listed in [Schedule 9](#) of this Transaction Document.
- Solicit feedback and request confirmations from Counties.
- Identify the appropriate Subject Matter Experts for Contractor’s interviews.
- Provide interpretation and make decisions related to applicable Election Laws, including any subsequent legislation passed by the Oregon Legislature during the Period of Performance.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
3.1	Detailed Requirements Traceability Matrix	<ul style="list-style-type: none"> • Elaborated Non-Functional Requirements, based on the analysis completed in Task 3.1. • Elaborated Functional Requirements based on the analysis completed in Task 3.2. • Elaborated Interface Requirements based on the analysis completed in Tasks 3.3 & 3.4. 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Requirements are elaborated in greater detail using the baseline Requirements in Schedule 9.

			<ul style="list-style-type: none"> ✓ Requirements are categorized as MVP or Phase 2. ✓ Agency PM approval.
3.2	Phase 2 Requirements Traceability Matrix	Based on the analysis completed in Task 3.5, either: (a) Revisions to the Detailed Requirements Traceability Matrix after MVP Deployment, or (b) written confirmation from Contractor and Agency that no revisions are necessary or required.	<ul style="list-style-type: none"> ✓ Agency PM approval.

Task 3.1 – Non-Functional/Technical Requirements Validation

Contractor shall elaborate on the Non-Functional Requirements of the System in [Schedule 9](#) to include, at a minimum:

- Confirming System components from OCVR and related legacy systems;
- Hosting, architecture, and platform Requirements;
- Validate or expand on the baseline Non-Functional Requirements provided in [Schedule 9](#) of this Transaction Document; and
- Incorporate Agency feedback on the elaborated Non-Functional Requirements.

Task 3.2 – Functional and Reporting Requirements Validation

Contractor shall elaborate on the Functional and reporting Requirements of the System provided in [Schedule 9](#) to include, at a minimum:

- Voter registration;
- Managing addresses and jurisdictions, including considerations for TotalAddress;
- Petitions;
- Election Management and Processing (including tabulation, ENR, Ballot receipt, and Signature Verification);
- Notices;
- Reports;
- Election Worker;
- System Administration; and
- Public (Online) Portal.

Contractor shall Incorporate Agency feedback on the elaborated Functional and reporting Requirements.

Task 3.3 – HAVA Interface Requirements Validation

Contractor shall complete an analysis for HAVA interface requirements and incorporate those findings into the elaborated Interface Requirements in [Schedule 9](#).

Task 3.4 – Confirm and Validate Other System Interfaces

Contractor shall elaborate on the Interface Requirements of the System provided in [Schedule 9](#). In addition to this elaboration, Contractor shall coordinate with Agency to note any additional system interfaces that are required to satisfy the Requirements.

Task 3.5 – Phase 2 Requirements Review and Validation

After implementation of the MVP, Contractor shall review and confirm the Phase 2 System Requirements. If additional Requirements are necessary, per Contractor or Agency, Contractor shall document revisions to the Requirements in the Requirements Traceability Matrix.

Task 4.0 – System Design**Period of Performance:**

Phase	Target Start	Target End
MVP	June 2021	March 2022
Phase 2	November 2022	April 2023

Purpose and Objective: System design includes application design, interface design, and conversion design. Detailed and logical application design documents produced by the Contractor shall direct the System development efforts. The design function is driven by the outputs of the requirements validation. These documents provide the framework essential to ensure that the System is constructed consistently with appropriate software development methodologies and the functionality defined through the Requirements.

The Contractor shall conduct a review of the System functional and non-functional Requirements to identify required modifications and Enhancements to any pre-existing component or functionality that the Contractor plans to leverage for the System. Contractor shall hold design sessions along with appropriate staff from the Oregon Votes Steering Committee and the External QA Consultant. The Contractor shall conduct Joint Application Development (JAD) sessions to fully explore and understand existing voter registration functionality that the Contractor shall leverage for the System, and to understand the gaps to be addressed to fulfill the remaining required functionality for the System. Based upon these gap analysis JADs, the Contractor shall document in detail the design and development actions necessary to fully meet Requirements for both the MVP and Phase 2 implementations of the System. Based on the JAD sessions Contractor shall prepare and deliver the design documents describing both MVP Requirements and Phase 2 Requirements.

The development of the System must include the following:

- Define a conceptual architecture that shall produce a design to fulfill the functional Requirements, and that can be realized at a technical level.

- Define the interfaces for each third-party entity and include data field definitions and their validation rules. The logical architecture must produce a design to fulfill the functional Requirements.
- Define the details around the integration layers, potentially using Web Services and various other integration technologies. The physical architecture shall produce a design to fulfill the stakeholders' functional Requirements and that can be technically achieved by the Contractor.

Agency Responsibilities: Contractor shall perform all Services and provide all Deliverables required of this Task. To that end, Agency will:

- Identify all appropriate Project stakeholders for design sessions.
- Provide Contractor with Project stakeholder schedule availability.
- Review and provide feedback on draft design documents.
- Clarify design requirements for Contractor.

Task 4.0 Deliverable(s) and Acceptance Criteria

All Deliverables and Acceptance Criteria are specified in the subtasks below.

Task 4.1 – Functional Design

Contractor shall develop and provide a comprehensive Functional Design Document (FDD) to Agency.

Contractor shall maintain components of the design throughout the course of the Project and updated when any System design changes occur.

The Contractor shall conduct a walkthrough of the FDD with the Oregon Votes Steering Committee and the External QA Consultant to validate the contents of the FDD. The FDD must incorporate all information from the design sessions and all Functional Requirements.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
4.1	Functional Design Document (FDD)	Describe how the System enables the Functional and Non-Functional Requirements of the Agency. Contractor shall work with the Oregon Votes Steering Committee to identify functional design requirements. The FDD artifact must include the following components: <ul style="list-style-type: none"> • Details on which components will be leveraged from existing systems and which components must be newly developed. • Business rules. • Reporting capabilities and prebuilt reports. • User profiles and security role permissions. 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Agency PM approval.

		<ul style="list-style-type: none"> • System functionality traceable back to the functional requirements traceability matrix. • System overview diagrams. • Domain model. • Process flows. 	
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Task 4.2 – Technical Design

Contractor shall schedule, attend, and participate in technical design sessions with Agency in order to develop and deliver a technical design to the Agency.

The Technical Design Document (TDD) must include, at a minimum, the interface definitions and design. The System design must be based on reviewing existing class diagrams, sequence diagrams, updated object models that represent the internal workings and designs of the containing subsystems that exposes the services and component specification.

The Contractor shall conduct a walkthrough of the final TDD with the Oregon Votes Project Team, and the External QA Consultant, to validate the contents of the TDD.

The approved TDD and FDD shall constitute the complete system definition for the System. The FDD and the TDD together shall constitute the agreement between Agency and the Contractor regarding the functionality and operation of the System. The two documents shall be the documentation used by the Contractor during system development along with the use cases and shall be the basis for the development of the User Acceptance Test (UAT).

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
4.2	Technical Design Document (TDD)	<p>The TDD must reflect the final requirements for System configuration and operation. Contractor shall develop this document based on outputs from the technical design sessions conducted with the Contractor and the Oregon Votes Project Team. The TDD must include the following components:</p> <ul style="list-style-type: none"> • Detailed description of System architecture. • Entity Relationship Diagrams. • Data Flow Diagrams. • Data Dictionary. • Processing controls. • Processes to manage System installation and configuration. 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Agency PM approval.

		<ul style="list-style-type: none"> • Data backup procedures. • Security controls. • Availability and resilience controls such as load balancing, failover capabilities, and fault tolerance. • Technology Stack (specifying brand, manufacturer, version), to include but not be limited to: <ul style="list-style-type: none"> ○ Database engine ○ Operating System ○ File Transfer Mechanisms ○ Conversion Tools ○ Development Languages ○ Ancillary tools 	
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Task 4.3 – Security Plan

Contractor shall develop and deliver a Security Plan to Agency. The Security Plan must detail how security will be controlled during the implementation and ongoing operation of the System, and shall in all material respects comply with the standards set forth in the most current version of the National Institute of Standards and Technology (NIST) Special Publication 800-53 Rev. 5 (Security and Privacy Controls for Information Systems and Organizations).

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
4.3	Security Plan	<p>The Security Plan, at a minimum, must describe the following items related to the System:</p> <ul style="list-style-type: none"> • Logical security controls (privacy, User access and authentication, user permissions, etc.) • Data Entry requirements for authenticating data and voter authenticity. • Voter Data Access • Backend voter registration system protection to prevent unauthorized access. • Access Control • Two person verification process • Voter authentication • Network security • Auditability and monitoring • Authorization procedures • Cloud Security 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Security features and architecture is traceable to applicable security standards specified in Exhibit B of the Agreement. ✓ Identifies conformance of applicable Voluntary Voting Systems Guidelines considerations.

		<ul style="list-style-type: none"> • Incident Detection • Data Backups • Data Suppression and Virtualization • Data transfer • Process for Key Personnel performing critical management or development • System testing requirements • Security training requirements for personnel • Threat identification and hunting • Vendor and staff background investigation process • Vulnerability Scanning • Technical security controls and security architecture (communications, hardware, data, physical access, software, operating system, encryption, etc.) • Security processes (security assessments, risk assessments, incident response, etc.) • Discuss the security policies and technical approach to satisfy the following: <ul style="list-style-type: none"> ○ Network segmentation ○ Perimeter security ○ Application security and data sensitivity classification ○ PII data elements ○ Intrusion detection and management ○ Monitoring and reporting ○ Host hardening ○ Remote access ○ Encryption ○ State-wide active directory services for authentication ○ Interface security ○ Security test procedures ○ Managing network security devices ○ Security patch management ○ Detailed diagrams depicting all security-related devices and subsystems and their relationships with other systems for which they provide controls ○ Secure communications over the Internet ○ Enhanced user access security (including MFA) 	<p>✓ Agency PM approval.</p>
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Task 4.4 – Disaster Recovery and Business Continuity Plan

Contractor shall develop and deliver a Disaster Recovery/Business Continuity Plan (DR/BC Plan) to Agency. The DR/BC Plan must be developed and validated with Agency to ensure Agency is able to comply with its obligations with respect to Election Laws, as well as industry best practices. As part of the DR/BC Plan:

- Roll-back plans must be developed and validated for use in case of System failure during turn over to production.
- Plans must be put in place for the stand-by of key support resources during turn-over to production activities.
- Potential go-live System failures and action points must be identified, and mitigation plans must be developed and validated.

Contractor shall ensure key project resources are to be trained in recovery procedures.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
4.4	Disaster Recovery/Business Continuity Plan (DR/BC Plan)	<p>The plan must describe how Agency and Counties can provide information to themselves and their customers in the event of a disaster. At a minimum, the plan must include the following:</p> <ul style="list-style-type: none"> • Specify backup and recovery procedures, as well as disconnected operational capability to ensure that the System can continue to operate in the event of an unexpected destruction of hardware, software, or communications through System failure, disruption of connectivity, or natural disasters. • Address all areas, such as arrangements for backup hardware or processing sites; off-site data storage; schedule for creation of backup media; and detailed recovery procedures for all anticipated types of disasters. • A description of each anticipated type of disaster shall be provided. • Describe escalation plans that specify the necessary points of contact and decision-making authority at the Agency and the Oregon Votes Steering Committee. 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Anticipated types of disasters includes both natural and unnatural disasters. ✓ Agency PM approval.

Task 5.0 – System Development and Configuration

Period of Performance:

Phase	Target Start	Target End
MVP	August 2021	August 2022
Phase 2	December 2022	June 2023

Purpose and Objective: System development efforts shall be guided by the Deliverables of the Requirements Development and Validation and System Design tasks. This ensures that the System is constructed consistently. The Contractor may not initiate the System development activity until the Agency's PM has Accepted the System Functional and Technical Design Documents.

Contractor shall fully document each software module. This documentation must support the transfer of knowledge to the Oregon Votes Project Team. The Contractor shall also transfer all final System Documentation to the Agency's PM.

Contractor shall inform its development and configurations of the System by using a series of multi-week sprints to iteratively develop, test, and validate that development is meeting Requirements.

These sprints will be conducted using the following general format:

- One Backlog Grooming and establishing acceptance criteria.
- Sprint planning.
- Development and testing.
- Agency and County preparation of test scripts.
- The sprint demo.

Contractor shall setup a user testing and training environment for ongoing testing of the sprints, including setup of data and User access.

Agency Responsibilities: Contractor shall perform all Services and provide all Deliverables required of this Task. To that end, Agency will:

- Identify and coordinate with the appropriate State and County personnel for early and continuous user engagement and testing. This is for System development and configuration purposes.
- Conduct periodic review sessions.
- Confirm System Documentation and Deliverable updates and provide feedback on required updates.

Deliverable(s) and Acceptance Criteria

All Deliverables and Acceptance Criteria are specified in the subtasks below.

Task 5.1 System Development and Configuration

Contractor shall develop and configure the System to reflect and satisfy the requirements outlined in the FDD and TDD. Part of the development and configuration will be the installation of any third-party product or the development of necessary modules.

Additionally, the Contractor shall develop interfaces described in the Requirements and documented during the design phase of this SOW.

The Contractor shall follow development and testing industry best practices and standards.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
5.1.1	MVP System Development and Configuration Validation Report	The report must indicate that the MVP configuration and development has been completed and tested. The report must include validating that the functional and non-functional Requirements for MVP have been addressed, required interfaces have been developed, and that testing has validated the functionality is working together as a system.	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Development and configurations adhere to the MVP requirements as defined in the Detailed Requirements Traceability Matrix. ✓ Configurations and functionality align with Agency-approved To-Be Process Maps.
5.1.2	Phase 2 System Development and Configuration Validation Report	The report must indicate that the Phase 2 configuration and development has been completed and tested. The report must include validating that the functional and non-functional Requirements for MVP have been addressed, required interfaces have been developed, and that testing has validated the functionality is working together as a system.	<ul style="list-style-type: none"> ✓ Development and configurations adhere to the Phase 2 requirements as defined in the Phase 2 Detailed Requirements Traceability Matrix. ✓ Configurations and functionality align with Agency-approved To-Be Process Maps.

Task 5.2 Periodic Reviews

During the System Development Tasks, the Contractor shall schedule periodic reviews for the Oregon Votes Project Team and External QA Consultant to measure overall progress, status, and work products. These reviews will be conducted by the Oregon Votes Project Team.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
5.2	Periodic Reviews	No documentation required.	<ul style="list-style-type: none"> ✓ Contractor attends and participates in Agency's Periodic Reviews.

Task 5.3 System Documentation Updates - Configuration

Once the System has been developed, the Contractor shall make updates to any of the System Documentation (development, training, security, design, elaborated Requirements, etc.) to reflect any changes that have occurred during the development process.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
5.3.1	System Documentation Updates (MVP)	Documented updates to the FDD and TDD to reflect any changes to design and requirements resulting from the System Development and Configuration Task of this SOW during MVP.	<ul style="list-style-type: none"> ✓ Updates made reference the specific Sprints that caused the update. ✓ Agency PM approval.
5.3.2	System Documentation Updates (Phase 2)	Documented updates to the FDD and TDD to reflect any changes to design and requirements resulting from the System Development and Configuration Task of this SOW during Phase 2.	<ul style="list-style-type: none"> ✓ Updates made reference the specific Sprints that caused the update. ✓ Agency PM approval.

Task 6.0 – Data Conversion and Migration**Period of Performance:**

Phase	Target Start	Target End
MVP	June 2021	February 2023
Phase 2	August 2023	September 2023

Purpose and Objective: Identify and ensure the relevant data existing in Agency’s legacy systems is converted and migrated to the System.

Contractor and Agency shall identify legacy system(s) where data needs to be converted and migrated from, and Contractor shall perform the testing and extraction activities necessary to convert the data at the time of System go-live for both the MVP release and the Phase 2 release. Contractor shall validate the data conversion and migration results, with assistance from Agency. Contractor shall coordinate with the Counties and provide a mechanism that allows the Counties to validate the data conversion and migration.

Contractor shall map data from OCVR and other required legacy systems to the System; develop the tools to migrate the data; complete the migration; produce a migration validation report; and transfer all final System Documentation to the Agency’s PM.

Contractor shall perform this task in multiple data conversion cycles so that data is available for the following activities, as they occur in this Project:

- Data conversion cycles to ensure Data is ready for Sprints ([Task 5.1](#)).
- Data conversion cycle to ensure Data is ready for System Testing ([Task 7.1](#)).
- Data conversion cycle to ensure Data is ready for UAT ([Task 7.2](#)).
- Data conversion cycle to ensure Data is ready for the Mock Election ([Task 7.3](#)).
- Data conversion cycle to ensure Data is ready for MVP and Phase 2 System roll-out ([Task 8](#)).

Agency Responsibilities: Contractor shall perform all Services and provide all Deliverables required of this Task. To that end, Agency will:

- Provide County contact point(s).
- Provide an available OCVR Database Analyst during this Task's Period of Performance to work with Contractor's Database Analyst on the following:
 - Data conversion and migration planning.
 - Creating processes to extract data and images from OCVR.
- Provide a data dictionary of the OCVR data structure and full data extracts.
- Manage data cleanup activities prior to conversion.

Deliverable(s) and Acceptance Criteria: All Deliverables and Acceptance Criteria are specified in the subtasks below.

Task 6.1 – Data Migration Mapping

Contractor shall analyze the current OCVR data and develop a comprehensive data migration map. The data migration map will be reviewed with the Oregon Votes Project Team for clarity and completeness. The data migration map must include but is not limited to:

- Evaluation of what data will be pulled out.
- Define how the data will convert.
- Determination if or how long the System and legacy systems will run in parallel.
- Contingency plan in the event Agency must fallback to legacy system(s).

Contractor shall conduct a walkthrough of the final data migration map with the Oregon Votes Project Team and the External QA Consultant to validate the contents.

The approved data migration map shall be the indicator for the Contractor to proceed in developing the data migration tools.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
6.1	Data Migration Map	<p>The Data Migration Map must reflect the final requirements for migrating OCVR data. The Data Migration Map must include, but is not limited to, the following components:</p> <ul style="list-style-type: none"> • Data dictionary • Detailed data map of all elements of the current databases • Translation rules • Relationship rules • Validation rules • Process of migrating images (signature, applications, documents) 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Identifies data required to be migrated during MVP and Phase 2. ✓ Agency PM approval.

Task 6.2 – Data Migration Report

The Contractor shall:

- Design and develop the tools necessary to perform the data migration according to the Data Migration Plan.
- Convert all the new target databases to the correct format and load the required data for the testing of the System.
- Test the migration process in a test environment.
- Validate the migration and revise as necessary to achieve a successful migration.
- Facilitate a review of the test migration process in the test environment with the Oregon Votes Project Team.

When the Contractor completes their validation, a data migration report will be provided to the Agency's PM as part of the data migration validation.

The Contractor shall revise the migration based on feedback from the Oregon Votes Project Team validation activities.

The Contractor shall design, code, and test the database migration logic. As part of the data migration activity, the Contractor shall produce data clean-up reports based on the discovery, analysis, and testing the new target database.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
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6.2.1	MVP Data Conversion Completion Report	<p>A data migration report which summarizes the MVP migration success. This includes but is not limited to:</p> <ul style="list-style-type: none"> • Number of data records used for input and number of records migrated, including: <ul style="list-style-type: none"> ○ Voter registration records ○ Number of voter registration records by status ○ Each county ○ Districts and precincts ○ Signatures and images ○ Petition summary ○ Street file summary • Exceptions discovered as part of the migration. • Process of migrating images (signature, applications, documents). • Documented validation of data successfully converted and migrated. 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Agency PM approval.
6.2.2	Phase 2 Data Conversion Completion Report	A data migration report which summarizes the Phase 2 migration success, to include the components described in Deliverable 6.2.1 above.	<ul style="list-style-type: none"> ✓ Agency PM approval.

Task 6.3 - User Migration

The Contractor shall evaluate the existing user directory, design a new user directory, develop a process for migrating users from the existing user directory to the new user directory, and execute the migration.

The Contractor shall migrate user account names, any user privileges, and any group assignments. Additionally, the Contractor shall develop a mechanism for securely distributing user credentials (i.e. usernames and passwords) for the new user accounts. This distribution mechanism must be approved by the Agency prior to distributing the credentials.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
6.3.1	MVP User Migration Completion Report	A user migration report which summarizes the MVP migration success. This report must document validation of successful user migration.	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Agency PM approval.
6.3.2	Phase 2 User Migration Completion Report	A user migration report which summarizes the Phase 2 migration success. This report must document	<ul style="list-style-type: none"> ✓ Agency PM approval.

		validation of successful user migration.	
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Task 7.0 – Testing

Period of Performance:

Phase	Target Start	Target End
MVP	March 2022	February 2023
Phase 2	June 2023	August 2023

Purpose and Objective: Perform various types of tests to ensure the System and its components adhere to the TDD and FDD, aligned with the Requirements.

Contractor shall perform a series of Component (Unit) and System tests and shall support Agency’s User Acceptance Tests (UAT). This includes emphasis on testing new functionality, as well as regression testing of already accepted functionality to ensure that changes to software have not adversely affected existing code. Each phase of testing requires the development of a thorough Test Plan, including test cases, scripts, data sheets, and expected results. The tests that are developed must be repeatable and must be directly traceable to the Requirements.

System testing and UAT must be designed to demonstrate that the System satisfies the Requirements and the Design (i.e. the Agency-accepted FDD and TDD) and must adhere to detailed test plans and test scripts. The Oregon Votes Project Team, Contractor, and External QA Consultant all have significant roles in the testing process. The Contractor shall thoroughly test the software itself before the Agency and County UAT teams begin their work. For the initial release, this includes component/unit testing, system/integration testing, volume and stress testing, performance testing, and load balancing testing prior to User Acceptance Testing. For future releases, this will include component/unit testing, system/integration testing, and other testing as deemed necessary by the Agency’s PM. When the Contractor test results are validated by the Agency’s PM and the External QA Consultant, Agency will commence UAT activities. Upon the completion of the UAT, Contractor shall assess each release’s overall readiness and a decision will be made by Agency (Go/No Go) regarding deployment.

Agency Responsibilities: Contractor shall perform all Services and provide all Deliverables required of this Task. To that end, Agency will:

- Identify and coordinate with the appropriate State and County personnel for early and continuous user engagement and usability testing, including UAT and Mock Elections, and provide results back to Contractor.
- Perform UAT, including Mock Elections.
- Provide Agency and County Client Environments for System testing purposes.
- Coordinate State, County, and Agency Third-Party (e.g., AFB Vendor) resources and environments required for Testing, with the exception of AAMVA.
- Review, provide feedback, and validate Contractor’s UAT Test Plan and scripts.

- Provide additional scenarios for inclusion into Contractor’s UAT Plan and scripts.
- Confirm required System Documentation Updates as a result of Testing activities.

Deliverable(s) and Acceptance Criteria: All Deliverables and Acceptance Criteria are specified in the subtasks below.

Task 7.1 – System Testing

During both the MVP and Phase 2, the Contractor shall conduct and perform various Usability, Unit, Subsystem, and Integrated System qualification tests of all System functionality. The Contractor shall be responsible for generating the test data and test cases to be used for its own System qualification test.

The Contractor shall develop the System using a structured system life cycle development methodology that includes the following types of testing activities:

Usability Testing
This type of testing is used with early releases for the purpose of delivering components of the System before they are ready for thorough inspection to allow the Agency and Counties the opportunity to provide feedback and help drive development. Defects are expected to occur at this stage, and Contractor shall record and communicate issues discovered.
Unit Testing
This type of test is used to validate that an individual program module or script functions correctly. Each System module that has been developed shall be tested to ensure that all module functionality is working properly. If a module interacts with other modules, the interfaces between the modules are ‘stubbed’ out or removed so that only the module itself is tested in isolation. These tests are generally informal tests conducted and documented by a developer.
Subsystem Integration Testing
This type of test ensures that small groupings of modules are working properly. While full System functionality is not yet tested in this phase, groups of modules that work together shall be isolated and tested to ensure that key activities work properly from end to end. This type of testing is generally performed by developers in the development environment. This is expected by the Oregon Votes Project Team to be the first phase of testing where all test planning and documentation activities listed in the Test Plan shall occur.
End-to-End Testing

This phase of testing involves testing the System’s functionality end-to-end, including testing all interfaces to internal and external systems that interact with the System. This test must cover System performance, volume, stress, and load balance testing, and must focus on verifying that the System’s functionality conforms to the Functional and Non-Functional Requirements that were defined for the System. System documentation must be reviewed to ensure that it encompasses a sufficient scope and that it was developed with sufficient quality. This test must be conducted in an environment synchronized with the target Production environment and is conducted by the Contractor testing team, which is independent of the development team. Contractor shall ensure through this testing phase that the conversion and use of legacy system data does not generate any errors. The Contractor shall perform end-to-end testing until all Level 1 (Catastrophic) and Level 2 (Major) Defects, as determined by the Agency’s PM, have been remediated within the System (e.g., missing functionality, computational errors).

Regression Testing

The Contractor shall be responsible for regression testing for the System. Regression Testing encompasses the re-running of previously completed test cases after new functionality or bug fixes have been added to the System. The Contractor is expected, through Regression Testing, to ensure that any changes made to the System have not broken previously working System functionality.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
7.1.1	System Test Plans	Prepared for each phase of testing identified above for both MVP and Phase 2, each test plan must include: <ul style="list-style-type: none"> • Test cases • Test scripts • Data sheets • Expected results 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ System Test Plans identify tests to be completed during MVP and Phase 2. ✓ Agency PM approval.
7.1.2	MVP System Test Results	Documentation of the various MVP test results from each type of the system test, including: <ul style="list-style-type: none"> • Usability Tests • Unit Tests • Subsystem Integration Tests • End-to-End Tests • Regression Tests 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ All test cases render the expected result or pass after remediation and re-testing. ✓ Agency PM approval.
7.1.3	Phase 2 Test Results	Documentation of the various test results from each type of system test conducted during Phase 2.	<ul style="list-style-type: none"> ✓ All test cases render the expected result or pass after remediation and re-testing. ✓ Agency PM approval.

Task 7.2 – User Acceptance Testing (UAT)

The Contractor shall be responsible for providing support to the Oregon Votes Project Team during the planning and execution of UAT for both the MVP and Phase 2 releases of the System. Contractor support shall involve assistance with the following activities:

- Plan and set up a UAT environment.
- Provide an efficient approach to testing that maximizes parallel and overlapping test activities.
- Explain how development has interpreted Requirements.
- Communicate information about problems encountered during earlier test phases.
- Respond to and fix reported defects.
- Determine workarounds to be used during test scenario execution.
- Provide information concerning the content of code builds during test execution.
- Track details and provide summary reporting on testing plans, progress, issues, and interim results during test execution.

The following activities have been identified as necessary to this subtask:

UAT Testing Environment Setup

Contractor shall:

- Prepare, install, and configure the System in the UAT environment.
- Coordinate all UAT environment setup activities with the Oregon Votes Project Team.
- Ensure the System is properly integrated and that it is properly interfacing with all required existing external systems.
- Setup, installation, and integration of the System in all locations necessary to complete UAT activities.
- Maintain responsibility for System operations throughout UAT.

UAT Testing Support

Once the key function walkthrough has been completed with no errors, Contractor shall make the System available to the Agency and County UAT testers, who will then conduct a formal UAT of the System.

Contractor shall:

- Develop core functional UAT test scripts and UAT tester training materials with approval of the Agency's PM and External QA Consultant. Test scripts must thoroughly test each functional requirement.
- Develop, maintain, and refresh the UAT test environment (including database and loaded test cards). This shall be a separate environment from the production environment.
- Provide System training for the UAT testers.
- Provide real-time support of UAT testers.
- Coordinate UAT in cooperation with the Oregon Votes Project Team.
- Provide an application for the capture, reporting, and tracking of errors identified during UAT.
- Document UAT Results.
- Fix any errors identified as a result of UAT.

Contractor may be asked during the UAT to incorporate additional test scenarios, documenting their inclusion and test results. During testing, Contractor shall maintain the UAT environment and the UAT tools, including test cards and base dataset.

Agency and Counties anticipate testing occurring in two rounds for both MVP and Phase 2; however, acknowledge that more may be necessary depending on the results of UAT. The first round should be used to identify errors. The second and subsequent rounds should be used to validate that all errors have been fixed.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
7.2.1	MVP UAT Report	Documentation of all the test results, including any errors and resolutions identified as a part of the UAT test. The UAT Report must summarize the UAT results, and whether the UAT objectives were met. At a minimum, it the UAT Report must cover the below: <ul style="list-style-type: none"> • Achievement of UAT objectives. • Test execution results by test cycle. • Test execution statistics and trends. • A plan to address any UAT test issues still unresolved. 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ All UAT test issues are resolved for the MVP. ✓ Agency PM approval.
7.2.2	Phase 2 UAT Report	All documentation required for the MVPUAT Report but delivered for Phase 2 UAT testing results.	<ul style="list-style-type: none"> ✓ All UAT test issues are resolved for Phase 2 scripts. ✓ Agency PM approval.

Task 7.3 – End-to-End Mock Election

Contractor shall conduct a Mock Election exercise with Agency and Counties following the MVP release of the System. The Mock Election is an end-to-end testing of the Oregon Election process. Agency anticipates possible scenarios being a general Mock Election and another scenario being a Mock Primary Election, based on augmented real election data.

To support this effort, Contractor shall:

- Coordinate the details with Agency and update the System Test Plans.
- Ensure an Environment is set up to facilitate the Mock Election.
- Conduct the Mock Election.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
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7.3	Mock Election Results	Summary of results, and documentation of all mock election results, including any errors and resolutions identified as a part of the scenarios.	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ All issues identified are resolved, or exceptions/issues are approved by the Agency PM.
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Task 7.4 – Load and Stress Testing

Load and stress testing include high availability and disaster recovery testing.

The Contractor shall be responsible for load and stress testing for the System as well as validation of fault tolerance and planned disaster recovery capabilities of the System. Load and stress testing validate the System’s ability to continue operations under maximum loads and stressed conditions. The Contractor is expected to load the System to a minimum of 125% of the number of planned users and volume of transactions using automated loading tools. The Contractor is also responsible to conduct a complete run through of the System’s fault tolerance and disaster recovery technologies and processes.

Contractor shall prepare a Load and Stress Test Report documenting all the test results including any errors and resolutions identified as a part of the load and stress test.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
7.4.1	MVP Load and Stress Test Report	The report must summarize the MVP load and stress test results and whether the objectives were met. At a minimum, the report must cover: <ul style="list-style-type: none"> • Achievement of load and stress test objectives. • Successful failover and failback testing. • Test execution results indicating the responsiveness of the System at low and peak load times. • Test execution results indicating the responsiveness of the database(s) at low and peak load times. • A plan to address any test issues still unresolved. 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ All MVP load and stress test objectives are achieved. ✓ MVP test execution results indicate the responsiveness of the System adheres to Agency requirements. ✓ All MVP test issues are resolved, or exceptions/issues are otherwise approved by the Agency PM.

7.4.2	Phase 2 Load and Stress Test Report	The Phase 2 report must summarize the Phase 2 load and stress test results, and document the same information required in the MVP load and stress test results but for Phase 2 components.	<ul style="list-style-type: none"> ✓ All Phase 2 load and stress test objectives are achieved. ✓ Phase 2 test execution results indicate the responsiveness of the System adheres to Agency requirements. ✓ All Phase 2 test issues are resolved, or exceptions/issues are otherwise approved by the Agency PM.
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Task 7.5 – System Documentation Updates from Testing

Once Agency has Accepted all System testing Tasks with respect to each of the MVP release and the Phase 2 release of the System, the Contractor shall make updates to any of the System Documentation (development, training, security, design, requirements, etc.) to reflect any changes that have occurred during the testing process. The Contractor shall also transfer all final Documentation to the Agency's PM.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
7.5.1	System Documentation Updates (MVP)	Updates to the FDD and TDD based on MVP testing results and any changes made that were necessary to resolve testing issues.	<ul style="list-style-type: none"> ✓ Updates made are traceable to Testing results. ✓ Agency PM approval.
7.5.2	System Documentation Updates (Phase 2)	Updates to the FDD and TDD based on Phase 2 testing results and any changes made that were necessary to resolve testing issues.	<ul style="list-style-type: none"> ✓ Updates made are traceable to Testing results. ✓ Agency PM approval.

Task 7.6 – System Operations Documentation

The Contractor shall prepare and submit System Operations Documentation that describes all required System operational activities and provides guidance on System Maintenance and Enhancement practices, tools, and approaches, and provide updates to the System Operations Documentation at the end of Phase 2 activities.

The Contractor shall also provide any additional documentation, such as the Commercial off the Shelf (COTS) software user manual(s), if applicable.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
7.6.1	Systems Operations Documentation	<p>This documentation must encompass System Functionality from a County User’s perspective, an Agency User’s perspective, and from an information technology and System operations perspective. These manuals must include, but not necessarily be limited to, the types of information below:</p> <ul style="list-style-type: none"> • A description of how to use the System based on User roles and responsibilities. • A list of prebuilt reports and their descriptions. • A description of all screens and how they are interrelated. • A description of all help and navigation functions and how to use them. • A complete list of error messages, their descriptions, and how to resolve the errors. • A list of all included System Documentation and its use. • How to troubleshoot common System problems. • A description of the key data tables, elements, and their contents. • How to perform System maintenance functions like data backup and recovery, run batch processes (if applicable), perform data cleanup, and Administer User accounts and permissions. • How to troubleshoot common System problems. • A listing of all logs and how to interpret them. • Key System capacity management considerations. • Key security management functionality. • Contact information for receiving support. • Where to find disaster recovery and business continuity information related to the System. • A listing of System interfaces and how to troubleshoot communications problems. • File descriptions. • System and Environment configuration baseline. 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Agency PM approval.
7.6.2	System Operations Documentation Updates (Phase 2)	Updates to the System Operations Documentation, as described in Deliverable 7.6.1 above, based on System changes made resulting from Phase 2 testing results.	<ul style="list-style-type: none"> ✓ Agency PM approval.

Task 8.0 – MVP and Phase 2 System Implementation

Period of Performance:

Phase	Target Start	Target End
MVP	October 2021	February 2023
Phase 2	August 2023	September 2023

Purpose and Objective: The purpose of this Task is to deploy the System for the intended business purpose.

Contractor shall manage the implementation and deployment of the System.

Deliverable(s) and Acceptance Criteria: All Deliverables and Acceptance Criteria are specified in the subtasks below.

Task 8.1 – Interface Development

For each System interface identified in Schedule 9 of this Transaction Document, Contractor shall provide APIs or other methods for the System to provide data to or receive data from the integrated application. As appropriate, Contractor shall implement the System to provide the required functionality, including working directly with the interfacing application to design, develop, and test direct point-to-point interfaces. Contractor shall additionally support Agency testing of all data exchanges.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
8.1.1	Interface Control Document (ICD)	The ICD must provide a record of all interface information, including but not limited to: <ul style="list-style-type: none"> • Drawings • Diagrams • Tables • Textual information 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Documentation demonstrates that interfaces comply with the Detailed Requirements Traceability Matrix (Deliverable 3.1). ✓ Agency PM approval.
8.1.2	ICD Updates (Phase 2)	Updates to the approved ICD, or written confirmation from Contractor that no updates are needed.	<ul style="list-style-type: none"> ✓ Documentation demonstrates that interfaces comply with the Detailed Requirements Traceability Matrix (Deliverable 3.2). ✓ Agency PM approval.
8.1.3	MVP Interface Completion Report	This report must document and validate that the MVP and its required interfaces are functioning per the design and requirements.	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ The System passes MVP Testing described in Task 7.1. ✓ Agency PM approval.

8.1.4	Phase 2 Interface Completion Report	This report must document and validate that the System and its required interfaces are functioning per the design and requirements.	<ul style="list-style-type: none"> ✓ System passes Phase 2 Testing described in Task 7.1. ✓ Agency PM approval.
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Task 8.2 – Data Conversion and Synchronization

To help ensure that the Contractor and the Oregon Votes Project Team fully understand the extent of the work needed for data migration, a detailed study of migration issues and requirements ([see Task 6 - Data Conversion and Migrations](#)) shall be required of the Contractor and included in the project plan.

The data conversion study must include:

- Reviewing conversion analysis with the Oregon Votes Project Team and preparing a detailed data conversion plan (addressing manual and electronic data).
- Defining strategies for verifying and/or correcting existing data.
- Developing data conversion scripts and test data conversion scripts.

In this Task, Contractor shall address data migration issues and establish a plan to ensure the validation of all conversion routines and the accuracy and completeness of all data.

For this task to be successful, the Contractor shall ensure the following:

- Data conversion is planned early in the Project.
- Process in place for validating conversion success and mitigating conversion failures.
- Plan for data conversion and synchronization issues during deployment.
- Validation routines exist to ensure conversion success.
- Conversion checklists defined.
- Conversion resources defined.
- Contractor support during conversion communicated.
- Restart and roll-back scenarios in case of conversion failure defined.
- Estimated conversion effort defined.
- Contingency in case of conversion problems defined.

Contractor shall perform continued data conversion and synchronization between the legacy systems and the System during both Phases 1 and 2, until full implementation of the System is achieved.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
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<p>8.2</p>	<p>Data Conversion and Synchronization Plan</p>	<p>A field-by-field mapping (including how the values shall be converted) from the legacy systems to the System, including the below.</p> <ul style="list-style-type: none"> • Any assumptions or proposed calculations involved in the conversion. • Default values for required fields that do not exist in the legacy system(s) or a method to allow for missing data until all participants are on the System. • Methods for handling anomalies in the data between the legacy system and the System (data elements with incompatible length and/or type between the systems, or data elements with stricter edit requirements in the System that fail those edits in the legacy system). • How data elements that have been assigned default values by the automated conversion procedures shall be populated with actual data once automated conversion is complete for a site. • Detail of any data “clean up” procedures in the individual Counties that can effectively improve the conversion effort. • Possible exceptions to full conversion of the databases. • Exception reports that will be produced by the conversion programs and provide for a fully reviewable conversion of data files. 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Agency PM approval.
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Task 8.3 – System Deployment

During both MVP and Phase 2, the Contractor shall be responsible for the operation of the System and assisting Oregon Votes Project Team with the implementation of the Help Desk capabilities to support the System. Before deployment can begin, the Contractor shall ensure that the following activities have taken place:

- The System’s Deployment Plan is fully developed, documented, and approved and includes the specific time frame and activities associated with the full roll-out of the System.
- All critical resources have been identified and are available to support deployment activities.
- Critical or new technologies have been fully tested and key resources identified to provide needed support.
- Contingency plans are in place to deal with implementation issues that may arise.
- A governance structure and Communication Plan has been developed, documented, and approved which defines the implementation decision process and GO/NO GO events.

- Communications have been provided to stakeholders informing them of the implementation process and status has been developed and documented.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
8.3.1	System Deployment Plan	The deployment plan must document the specific activities and timeframes that are required to ensure a full and successful roll-out of the MVP and Phase 2 System.	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Agency PM approval.
8.3.2	System Implementation Checkpoint Meeting Notes	Contractor shall review MVP Mock Election Results and the System Deployment Plan with Agency. Contractor shall document questions, issues, and action items resulting from the meeting.	<ul style="list-style-type: none"> ✓ Written notes provided to Agency PM after the meeting. ✓ Agency PM approval.
8.3.3	Agency Roll-Out Plan	Contractor shall provide inputs into Agency's roll-out plan for both the MVP as well as the Phase 2 System.	<ul style="list-style-type: none"> ✓ Agency PM approval.
8.3.4	MVP Deployment Report	Contractor shall provide a Deployment Report assessing the progress of the deployment of the MVP. Deployment Reports must be made part of the Bi-Weekly Project Status Report during the period of performance for the deployment task.	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Agency receives the report information with the Bi-Weekly Project Status Report. ✓ The report provides progress, issues, and remediation efforts in progress. ✓ The report documents resolved issues and a resolution summary for each. ✓ Agency PM approval.
8.3.5	MVP in Production	Activity to be documented in the Deployment Report.	<ul style="list-style-type: none"> ✓ System's Production is accessible by Users.

			<ul style="list-style-type: none"> ✓ Disaster recovery procedures executed successfully. ✓ Thirty continuous days without Criticality 1 or Criticality 2 issues, including interface transactions.
8.3.6	Phase 2 Deployment Report	Contractor shall provide a Deployment Report assessing the progress of the deployment of the Phase 2 System. Deployment Reports must be made part of the Bi-Weekly Project Status Report during the period of performance for the deployment task.	<ul style="list-style-type: none"> ✓ Agency receives the report information with the Bi-Weekly Project Status Report. ✓ The report provides progress, issues, and remediation efforts in progress. ✓ The report documents resolved issues and a resolution summary for each. ✓ Agency PM approval.
8.3.7	Phase 2 System in Production	Activity to be documented in the Deployment Report.	<ul style="list-style-type: none"> ✓ System's Production is accessible by Users. ✓ Disaster recovery procedures executed successfully. ✓ Thirty continuous days without Criticality 1 or Criticality 2 issues, including interface transactions.

Task 8.4 – System Documentation Updates

Once the System has been deployed, Contractor shall make updates to any of the System Documentation (operations, training, security, design, requirements, etc.) to reflect any changes that have occurred during the deployment process. The Contractor shall also transfer all final Documentation to the Agency's PM.

Contractor shall conduct a review with the Oregon Votes Project Team and identify any documentation that shall be updated as a result of changes. Contractor shall update the documentation and provide it to the Agency's PM for review and Acceptance.

The Contractor shall also transfer all agreed-to and finalized documentation to the Agency's PM.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
8.4.1	Updated System Documentation (MVP)	<p>The following documents are some of the critical documents that are to be updated and provided to the Agency's PM at the completion of MVP:</p> <ul style="list-style-type: none"> • <i>Functional Design Document</i> • <i>Technical Design Document</i> • <i>Security Plan</i> • <i>Disaster Recovery Plan</i> • <i>Capacity Plan</i> • <i>Post Configuration Report</i> • <i>Training Materials</i> 	✓ Agency PM approval.
8.4.2	Updated System Documentation (Phase 2)	<p>The following documents are some of the critical documents that are to be updated and provided to the Agency's PM at the completion of Phase 2:</p> <ul style="list-style-type: none"> • <i>Functional Design Document</i> • <i>Technical Design Document</i> • <i>Security Plan</i> • <i>Disaster Recovery Plan</i> • <i>Capacity Plan</i> • <i>Post Configuration Report</i> • <i>Training Materials</i> 	✓ Agency PM approval.

Task 8.5 – Incident Remediation and Software Warranty Period

The Contractor shall be responsible for fixing any errors that occur during the deployment during both MVP and Phase 2. Once a new release has been developed, the Contractor shall perform regression testing on the release and receive Agency's PM approval before submitting the release into production.

At the completion of System Implementation, the Contractor, External QA Consultant, and the Oregon Votes Project Team shall conduct a System Implementation checkpoint meeting to assess System performance and status. After this meeting, Oregon Votes Project Team, with input from the Oregon Votes Steering Committee shall determine whether the project can continue into the Maintenance and Support phase. Notice will be provided by the Agency's PM.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
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<p>8.5.1</p>	<p>System Incident Reports (Warranty)</p>	<p>All incidents and defects that occur during the Post-Implementation Warranty Period which are part of the Solution scope (and under Warranty agreement) shall be documented and communicated with the Oregon Votes Project Team within a reasonable, agreed upon time frame, on a regular basis. The incident report shall contain the severity of the incident, a description of the incident, incident resolution status, and the proposed course of action for remedying all open incidents.</p>	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Agency PM approval.
<p>8.5.2</p>	<p>Corrective Maintenance Reports</p>	<p>All corrective maintenance requests which are part of the System that occur during the Post-Implementation Warranty Period shall be documented and communicated with the Oregon Votes Project Team weekly. The maintenance report shall contain the description of the maintenance request, resolution status, and the proposed course of action for remedying all open maintenance requests.</p>	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Agency PM approval.

Task 9.0 – Training

Period of Performance:

Phase	Target Start	Target End
MVP	February 2022	February 2023
Phase 2	July 2023	July 2023

Purpose and Objective: Effective training that must provide Users with the required skills to use the System, including the facilitation of any organizational/business process changes.

The Contractor shall be responsible for the development of User training curricula, schedules, training materials, and training evaluation materials. The Contractor shall be responsible for the setup and maintenance of an online training environment that allows trainees to access the System. Contractor may fulfill its obligations under the previous sentence by making the test environment available for training. The Contractor shall also be responsible for conducting trainings and for managing all training planning and logistics. Trainings will occur virtually and may also occur as an in-person, face-to-face, format if required by Agency and is not during any pandemic-related shutdown orders. Agency will provide names and contact info of users to be trained. Contractor shall provide “train the trainer” sessions.

Contractor shall develop User training in alignment with the requirements defined in the Training Plan.

The Contractor shall be responsible for coordinating training efforts with voter registration and election subject matter experts (SMEs), identified by the Oregon Votes Project Team, who will provide policy and practice support to the Contractor and be present at the training sessions to provide input, as necessary, regarding practice and policy questions or implications.

Agency Responsibilities: Contractor shall perform all Services and provide all Deliverables required of this Task. To that end, Agency will:

- Identify specific individuals to be trained.
- Identify specific SMEs and coordinate their attendance at training sessions.
- Coordinate training dates, times, and places.
- Produce printed Training Materials, if required by Agency.
- Reserve physical facilities for in-person trainings, if any.
- Provide A/V Equipment for in-person trainings.

Deliverable(s) and Acceptance Criteria: All Deliverables and Acceptance Criteria are specified in the subtasks below.

Task 9.1 – Training Plan

Contractor shall develop and deliver a Training Plan to the Agency and the Counties. All Users will require some level of training. Contractor shall incorporate into the Training specific changes to the Contractor Intellectual Property that Contractor implemented in response to the Requirements or to Oregon-specific voter registration policies and procedures.

The Training Plan shall include, without limitation, the following categories training:

- Train the trainer
- Agency/ESC/Super Users
- County-wide Stakeholder training

Contractor shall detail in the Training Plan:

- the curriculum and materials development;
- training-of-trainers development;
- training roll-out schedule;
- materials production including computer-based training; and
- the training schedule, including number of days and preliminary agendas for the training.

Contractor shall identify the proposed training staff in the Training Plan.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
9.1.1	Training Plan	<p>The plan must describe the types of training and the audience for each; provide a description of training materials; provide a description of training methodology, including a detailed list of topics to be covered for each type of training; and describe the methodology for evaluation of training effectiveness. The plan must provide an overview of tools and materials to be employed in the training including workbooks, handouts, evaluative materials, and a training system (if employed). The types of training must include, at a minimum:</p> <ul style="list-style-type: none"> • County Users • Agency Users • System Administrator • “Train- the-Trainer” 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Agency PM approval.
9.1.2	Training Materials	<p>The training materials must include items used to conduct the training sessions for the System which shall ensure that training objectives are met. These materials can include presentations, demonstrations, activities, handouts, and other required documentation. These materials shall also include training plans, evaluation materials, and training maintenance and support plans. An electronic copy of all training materials shall be provided to the Agency’s PM. Training materials must be documented for each of the training types described in the training plan. System Training Materials should be incorporated into the System, such as help files or webinars, and be accessible to users. Each individual trainee should receive a copy of the training materials.</p>	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Approval from Oregon Votes County Subcommittee that Training Materials addresses County training needs. ✓ Agency PM approval.

Task 9.2 – User Training

Contractor shall deliver the training developed in the Training Plan, using an approach that enables Users to effectively use the System. Trainings must be developed into at least the following two categories:

1. Train-the-trainer; and
2. Training for general end-users.

The System training, in addition to focusing on the navigation and use of the System, must also focus on how the System is integrated into the day-to-day work of Users, including new business processes and workflows that the System will support.

After each training event, the Contractor shall provide the Agency’s PM with documented evidence of each trainee’s competence to operate the System and integrate its support into their day-to-day work.

Training must be provided “just in time” prior to deployment and must comprehensively address all System operations as well as security considerations. Following the initial delivery of each training Contractor shall post the training material available online for User access.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
9.2	User Training Recordings	Video recording of each training session conducted, to capture the following elements: <ul style="list-style-type: none"> • Screenshare of the instructor’s windows within the System as the training session is occurring. • Audio of the instructor throughout the course of the training session, synched with the screenshare. 	<ul style="list-style-type: none"> ✓ Recordings provided to Agency in a portable media file and available online in a format compatible with Agency equipment, such as an mp4. ✓ Includes visuals of the trainer’s screen while providing the training within the System application. ✓ Includes audio of the Contractor’s trainer that aligns with the screen being shared. ✓ Agency PM approval.

Task 9.3 – User Documentation

Contractor shall provide User Documentation and ensure it is updated during the Maintenance and Support phase to reflect System changes and enhancements.

This user documentation must be Oregon specific outlining how to perform functions and processes on the System for Oregon. The Contractor shall provide updates to the user documentation during the Maintenance and Support portion of the contract reflecting applicable changes based on new releases, System enhancements, and System updates.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
9.3.1	User Documentation	<p>Contractor shall provide electronic user manuals and documentation that is specific to Oregon business processes, and to all configurations and customizations to the application that were made per the Agency's needs and Requirements and were delivered by the vendor.</p> <p>At a minimum, User manuals must include System process instruction in the following documents or sections:</p> <ul style="list-style-type: none"> • Agency Administrator manual • Agency User Manual • County Administrator Manual • County User Manual 	<ul style="list-style-type: none"> ✓ User guides and manuals are not pre-canned or generic. ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Approval from the Oregon Votes County Subcommittee that User Documentation will meet County's needs. ✓ Agency PM approval.
9.3.2	Updated User Documentation following Phase 2	<p>Contractor shall update the User Documentation following Implementation of the Phase 2 release of the System.</p>	<ul style="list-style-type: none"> ✓ User guides and manuals are not pre-canned or generic. ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Approval from the Oregon Votes County Subcommittee that User Documentation will meet County's needs. ✓ Agency PM approval.

Task 10.0 – System Maintenance and Support

Period of Performance:

Phase	Target Start	Target End
MVP	March 2023	September 2023
Phase 2	September 2023	Until Transaction Document Expiration Date or termination (see Section 2.1 of this Transaction Document).

Purpose and Objective: The purpose of this task is to ensure the System is maintained to meet the Requirements and is supported to enable the Agency to use the System.

The Contractor shall provide a Service Manager for the System and conduct meetings with Agency and the Counties on an agreed upon frequency.

Agency will provide Tier 1 Support beginning at the completion of the MVP release System Stabilization Period.

Tier 1 Support will have two components:

- Contractor shall provide issue intake via the Golden Button and emails routed (or provided) to Agency Tier 1 Support. This will not include a live person call-in number.
- Agency is responsible for tracking and closing issues with the stakeholders.
- Agency will provide a Tier 1 Support person who will handle live in-person triage (via email, Golden Button, or call-in) with the County users, as needed. Escalations from the Agency Tier 1 to the Contractor Tier 2 will be part of established escalation procedures.

Agency Responsibilities: Contractor shall perform all direct HelpDesk Services to county and state users; and provide all Deliverables required of this Task. To that end, Agency will:

- Report System issues to Contractor.
- Upon Contractor’s request, provide clarification on submitted tickets.
- Track and close stakeholder-related concerns via Agency HelpDesk systems.
- Provide Tier 1 Support to Counties as of MVP release.

Deliverable(s) and Acceptance Criteria: All Deliverables and Acceptance Criteria are specified in the subtasks below.

Task 10.1 – MVP Pre-Implementation Support Services

Contractor shall provide Pre-Implementation Support Services to Agency and Counties during UAT, Mock Elections, and through the period that ends on the completion of the System Stabilization Period for the MVP release. Contractor shall develop a Pre-Implementation Support Services that indicates how support will be provided and how escalated incidents are resolved. The plan must include a proposed organizational structure, service level commitments related to the resolution of logged incidents (based on issue priority or severity), and metric reporting for monitoring the System and Pre-Implementation Support Services performance. The plan must be consistent with Agency’s Project requirements and format, with inputs from the Oregon Votes Project Team and the External QA Consultant.

Response times for System issues submitted by Agency will be in accordance with the Service Level Response Times for Criticality levels 1 thru 3, as defined in [Part B of Schedule 2](#).

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
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10.1.1	Pre-Implementation Support Services Plan	The plan must indicate how support is provided and how escalated incidents are resolved. The plan must include a proposed organizational structure, service level commitments related to the resolution of logged incidents (based on issue priority or severity), and metrics reporting for monitoring the System and Pre-Implementation Support Services performance. The plan must also include the process of providing weekly reports to Agency's PM.	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Agency PM approval.
10.1.2	Monthly Ticket Resolutions	Contractor shall respond to all tickets based on their criticality levels and resolve the issues. If the issue is related in part or in whole to User error, then Contractor shall provide an explanation on how to avoid the User error in the future.	<ul style="list-style-type: none"> ✓ Resolutions and explanations provided to Agency PM in writing (email acceptable).

Task 10.2 – Application, Operations, and Service Level Monitoring and Management; Application Maintenance.

Contractor shall provide the following Services after Agency's Acceptance of the Phase 2 System roll-out. Contractor shall provide support Services and deliver two monthly reports:

1. Application monitoring, operations, and service levels – to be documented in the Monthly Operations and Monitoring Reports; and
2. Application maintenance – to be documented in the Monthly Application Support services Report.

Application Monitoring, Operations, and Service Levels:

The Contractor shall provide application monitoring and management services. These services shall include the following:

- Monitoring and managing all licensed software, third-party products, and interfaces related to the System providing daily reports of transactions between external systems.
- Provide and support multiple environments that will include (but not be limited to) UAT and Production, keeping them synchronized on a regular basis.
- Proactively and reactively notifying the Agency's Authorized Representative of issues, incidents, or problems found that affect or may affect the System and of any required intervention to avoid or resolve the issue, incident, or problem.

Contractor shall report monthly on application monitoring and management, including the tracking and reporting of any issues.

Contractor shall provide operations management services. These services include the following:

- Monitoring scheduled operations jobs to ensure scheduled tasks start and process without error.
- Detection of abnormal conditions or alarms.
- Logging of failed operations jobs and corrective action taken.
- Restarting operations jobs as required.
- Documenting and reporting operations job issues.
- Adding and removing operations jobs.

Contractor shall report monthly on operations management services, including the tracking and reporting of any issues.

Contractor shall provide maintenance and manage operations of the System to include software faults that are not already documented and accepted as part of the original development effort. All incidents that occur as part of ongoing operations shall be addressed and resolved within a reasonable time frame as per the negotiated Service Level Agreement (SLA) provided in Schedule 2.

Contractor shall conduct service level monitoring and reporting that includes, at a minimum:

- Ongoing monitoring of Contractor adherence to service levels.
- Any issues that could impact an agreed-upon service level.
- Resolution of any root-causes impacting Contractor's ability to meet agreed-upon service levels.
- Providing monthly statistics and management reports to Agency Authorized Representative on service level attainment.

In addition to the reports under this Task, Contractor shall ensure Agency has access to monitor and review service level attainment for the System.

Application Maintenance:

All changes and fixes shall be implemented based on a mutually agreed upon schedule. All changes shall go through all phases of testing as outlined in the Test Plan. The test results shall be documented and provided to Agency for approval before a decision is made to put the new release into production. All relevant System Documentation shall be updated and provided to Agency and Counties after any System changes, including after the completion of any Enhancements.

Contractor shall manage and implement licensed software (i.e., software that is Contractor Intellectual Property-as modified pursuant to this Transaction Document) and third-party product revisions. For each new release, Contractor shall:

- install the release to all relevant environments with Agency's approval to sync all environments as necessary;
- perform integration testing of releases to validate the expected functionality;
- perform regression tests in a non-production environment that is sufficient to ensure the release does not negatively affect current functionality;
- notify Agency and the Counties to conduct UAT testing that will include Agency and Counties as necessary, with support from the Contractor;
- resolve problems/incidents found in regression or integration testing;

- provide a list of changes that may require updates to the training materials; **and**
- make necessary changes to the User Documentation.

Contractor shall establish a process for managing configuration and technology changes made to licensed software and third-party products, including:

- Configuration and technology change management procedures including submission, analysis, prioritization, and approval of requests.
- Configuration and technology change approval meetings, as needed.
- Execution of configuration and technology change(s).
- Validation of configuration and technology change(s).

The Contractor shall provide configuration and technology change management services including:

- ongoing management, including project plans and transition plan;
- reporting to Agency on change management;
- developing a production change schedule that is agreed upon by the Agency;
- testing all changes to licensed software prior to moving them to production;
- testing application enhancements, error corrections, upgrades and other revisions; and
- developing test scripts and test data as needed.

Contractor shall report monthly on configuration and technology change management, including the tracking and reporting of any issues.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
10.2.1	Monthly Operations and Monitoring Reports	The report must be provided monthly and include: <ul style="list-style-type: none"> • all issues and problems that occurred during the month; and • detail the service level adherence of the System, as documented in Schedule 2. 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Reports provide resolution details for issues that occurred. ✓ Agency receives each report on a monthly basis.
10.2.2	Monthly Application Support Services Report	<ul style="list-style-type: none"> • The maintenance report shall contain the description of each maintenance request, resolution status, and the proposed course of action for remedying all open maintenance requests, including estimated completion of each open maintenance request. • The reports must contain the description of each Enhancement request, progress, and 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Reports demonstrate verifiable progress on unresolved maintenance requests.

		<p>the test results and outcome of each request.</p> <ul style="list-style-type: none"> • The report must document all configuration and changes made to the System. If applicable, the report must notify the Agency if no changes occurred during the previous month. • Contractor provides updated Documentation in response to any changes to the System made during the month. 	<p>✓ Agency receives each report on a monthly basis.</p>
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Task 11.0 – Hosting Services

Period of Performance: Starting March 2022 and ending upon the Transaction Document Expiration Date or termination (see Section 2.1 of this Transaction Document).

Purpose and Objectives: The purpose of this Task is to ensure the hosting arrangement satisfies the System Requirements and the Hosting Services Requirements set forth in Exhibit B to the Agreement.

Contractor shall establish, manage, and maintain the Hosting Services for the System.

Deliverable(s) and Acceptance Criteria: All Deliverables and Acceptance Criteria are specified in the subtasks below.

Task 11.1 – Hosting Services Delivery Document

The Contractor shall develop, maintain, and update a Hosting Services Delivery document.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
11.1	Hosting Services Delivery Plan	<p>The Hosting Services Delivery document must address the Contractor’s approach to the following:</p> <ul style="list-style-type: none"> • Transition of Licensed Software from responsibility of Contractor project implementation team to the support team providing the hosted services. • Operations and administration. • Capacity planning and management, including: <ul style="list-style-type: none"> ○ Storage, network, and processing capabilities ○ Monitoring performance • Management of servers; including: <ul style="list-style-type: none"> ○ Monitoring 	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Agency PM approval.

		<ul style="list-style-type: none"> ○ Updating ○ Optimizing performance ● Maintaining service levels. ● Defining and developing alerts (network latency alert, saturation alert, etc.) ● Service level monitoring and reporting, including: <ul style="list-style-type: none"> ○ Alerts ○ Service metrics ○ Monitoring tools ○ Service request tracking ○ Audits ○ Processes for communicating scheduled outages ● Maintaining security, including: <ul style="list-style-type: none"> ○ Physical security ○ Logical security ○ Periodic vulnerability testing ● Preventative maintenance, including technology refreshes. ● Defining procedures for backups and restores, including: <ul style="list-style-type: none"> ○ Frequency ○ Method ○ Validation ○ Defining restore checkpoints ● Providing business continuity and disaster recovery services. 	
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Task 11.2 – Hosting Service Reports

Throughout the Term of the Transaction Document, Contractor shall provide Hosting Services. The Contractor shall:

- operate the licensed software and manage the Hosting Services on a 24x7x365 basis;
- provide Agency and Counties with access to the licensed software and Hosting Services over a pair of dedicated network connections from the hosting environment on a 24x7x365 basis;
- provide, monitor, and maintain Hosting Services hardware, software, and communications infrastructure, including:
 - physical infrastructure for data center (e.g., facility, environment, power);
 - shared networking and application infrastructure;
 - computer systems, network equipment, and Contractor WAN;

- provide technical support in the installation of network termination devices; **and**
- monitor all inbound and outbound interfaces and provide Agency with notice of inactive interfaces or other potential connectivity issues.

The Contractor shall report monthly on Hosting Services activities, including the tracking and reporting of any issues.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
11.2	Monthly Hosting Services Report	Documentation of hosting activities that includes reporting of service level adherence and incidents for the MVP.	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Agency receives each report on a monthly basis.

Task 11.3 – Security Reports

The Contractor shall provide security management. The Contractor shall, at a minimum and in accordance with the Requirements and Exhibit B of the Agreement:

- ensure data center physical security measures and controls;
- ensure physical and logical security of all service components (hardware and software) and data;
- monitor the System for security errors, exceptions, and attempted violations;
- implement and monitor network intrusion and virus detection systems throughout hosted services network and computing infrastructure;
- provide and maintain virus protection;
- report security violations to Agency; **and**
- provide and maintain all documentation required for security audits and internal control and control testing.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
11.3.1	Monthly Security Report	The monthly reports must outline summary of any security incidents, breaches, intrusions, and issues AND their mitigation responses.	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Agency receives each report on a monthly basis.

11.3.2	Incident Report Alert	The alert notifications must be submitted to Agency within 2 hours of the time that the breach, incident, or issue is identified.	✓ Agency receives each notification within the defined period.
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Task 11.4 – Monthly Backup and Restore Reports

Contractor shall use the Hosting Services backup and restore methodology as described in the Accepted Hosting Services Delivery Plan (Deliverable 11.1). Backups must occur and include, at a minimum:

- Regular backups of all System data;
- Backups of licensed software and third-party products; and
- Backup validation (restore).

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
11.4	Monthly Backup and Restore Report	The report must certify successful backup validation of the System and Agency Data.	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Agency receives each report on a monthly basis.

Task 11.5 – Business Continuity and Disaster Recovery (Hosting Services)

Contractor shall provide prioritized business continuity and disaster recovery services for the Hosting Services and associated infrastructure (e.g., servers, network connection). The Contractor shall:

- Develop and maintain detailed business continuity and disaster recovery plans;
- Review and update the business continuity and disaster recovery plans on at least an annual basis;
- Develop action plan to mitigate risks and issues discovered during the business continuity and disaster recovery plan review;
- Provide the Agency with copies of all updates to the business continuity and disaster recovery plans; **and**
- Perform an annual full System and database check.

Contractor shall initiate the disaster recovery plan in the event of a disaster recovery situation and notify the Agency per the agreement and disaster recovery policies and procedures.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
11.5.1	DR/BC Plan Update	Updates to the DR/BC Plan based on how the Hosting Services impacts disaster recovery procedures and business continuity processes.	<ul style="list-style-type: none"> ✓ Updates are traceable to the Hosting Services setup. ✓ Documented completion of a successful failover test or event. ✓ Oregon Votes Project Team approval.
11.5.2	Annual DR/BC Plan Updates	Annual updates based on any changes to Hosting Services and results of the annual full System and database checks.	<ul style="list-style-type: none"> ✓ Documentation of Contractor's performance of the annual full System and database check. ✓ Documented completion of a successful failover test or event. ✓ Oregon Votes Project Team approval.

Task 12.0 – Project Closeout

Period of Performance: September 2023 thru October 2023.

Purpose and Objective: The purpose of this Task is to review the implementation and formally close out the Project.

Contractor shall perform all activities necessary to close out the project. This includes updating and transferring all System Documentation to Agency.

Task 12.1 – Project Closeout Check List

Contractor shall provide a project closeout check list that shall, at a minimum, include a list of Deliverables, Documentation, list of any outstanding issues with a related plan for remediation, and Final Acceptance. The project closeout check list shall be in the form and format agreed to by the Agency.

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
12.1	Project Closeout Checklist	Checklist document that confirms all implementation tasks have been completed, all implementation Deliverables have been accepted, and confirms the completion of activities that are needed to officially close the Implementation Phase of the Project.	<ul style="list-style-type: none"> ✓ Agency-accepted DED. ✓ Deliverable contains all criteria agreed-upon in the DED. ✓ Oregon Votes Project Team confirms all implementation tasks and Deliverables have been completed and accepted. ✓ Oregon Votes Steering Committee approves Project closeout.

Task 12.2 – Transfer of Materials

At the completion of Phase 2 System Stabilization Period of the Project, the Contractor shall conduct a review with the Agency and identify any documentation that shall be updated because of changes during the Post-Implementation Warranty Period or M&S Period(s). The Contractor shall update the documentation and provide them to Agency for review and final acceptance.

The Contractor shall identify any Agency or County proprietary documentation and return it to Agency and the County (or Counties). Any electronic copies of proprietary information stored on Contractor equipment shall be deleted or transferred back to Agency and the County (or Counties).

Deliverable(s) and Acceptance Criteria

Contractor shall provide the following:

No.	Deliverable	Description	Acceptance Criteria
12.2	Updated System Documentation (Project Closeout)	At the completion of the Post-Implementation Warranty Period, the Contractor shall conduct a review with the Agency and identify any documentation that must be updated as a result of changes during the Post-Implementation Warranty Period. The Contractor shall update the documentation and provide them to the Agency for review and Acceptance.	<ul style="list-style-type: none"> ✓ All documentation identified by Agency is updated. ✓ Oregon Votes Project Team approves of all updates made to identified documentation. ✓ Oregon Votes Steering Committee approves Project closeout.

D. Payment Schedules

1. Contractor Hourly Rate Card

The following hourly rates will be used to estimate costs and inform pricing on future Enhancements and additional Services.

Classification	Hourly Rate
Project Executive	\$175.00
Project Manager	\$150.00
Business Analyst	\$110.00
Technical Analyst	\$110.00

Data Analyst	\$110.00
Developer	\$115.00
Tester	\$80.00
DBA	\$125.00
Architect	\$150.00

2. Project Planning and Implementation Service Fees

Agency will pay Contractor for Implementation Services based on the payment schedule below. Contractor may request payment of the "Full Amounts for Milestone" with respect to each Milestone when Contractor has delivered and Agency has Accepted each of the Deliverables To be Completed for each Milestone as set forth below.

No.	Milestone Name	Date	Deliverables To be Completed	Itemized Amt	Full Amounts for Milestone	Cumulative Total
1	Project Management	31-Aug-21	Ongoing Project Management and Status Reporting, Scope Reviews (Deliverables 1.2.1, 1.2.2, & 1.3)	\$64,000.00	\$120,000.00	\$120,000.00
			Project Kick-Off (Deliverable 1.1.1 & 1.1.2)	\$20,000.00		
			Project Management Plan and Schedule (Deliverable 1.0)	\$36,000.00		
2	Requirements, Data Mapping	31-Oct-21	Ongoing Project Management and Status Reporting, Scope Reviews (Deliverables 1.2.1, 1.2.2, & 1.3)	\$32,000.00	\$334,500.00	\$454,500.00
			RTM (Functional, Technical and	\$85,000.00		

No.	Milestone Name	Date	Deliverables To be Completed	Itemized Amt	Full Amounts for Milestone	Cumulative Total
			Interface Requirements) (Deliverable 3.1)			
			Data Migration Mapping (Deliverable 6.1)	\$75,000.00		
			System Development and Configuration: Part 1 –Completed Sprint 2 (Verifiable progress on Task 5.1)	\$142,500.00		
3	Functional Design	20-Dec-21	Ongoing Project Management and Status Reporting, Scope Reviews (Deliverables 1.2.1, 1.2.2, & 1.3)	\$32,000.00	\$334,500.00	\$789,000.00
			Functional Design (Deliverable 4.1)	\$60,000.00		
			System Development and Configuration: Part 2. Completed Sprint 5 (Verifiable progress on Task 5.1)	\$142,500.00		
			Periodic Development Review: Part 1: (Verifiable progress on Task 5.2)	\$100,000.00		

No.	Milestone Name	Date	Deliverables To be Completed	Itemized Amt	Full Amounts for Milestone	Cumulative Total
4	Technical Design, OCM	28-Feb-22	Ongoing Project Management and Status Reporting, Scope Reviews (Deliverables 1.2.1, 1.2.2, & 1.3)	\$32,000.00	\$313,500.00	\$1,102,500.00
			Technical Design (Deliverable 4.2)	\$91,000.00		
			Security Plan (Deliverable 4.3)	\$15,000.00		
			OCM (Deliverables 2.1.1, 2.1.2, 2.2.1, 2.2.2, 2.3m and 2.4.1)	\$33,000.00		
			System Development and Configuration: Part 3. Completed Sprint 7 (Verifiable progress on Task 5.1)	\$142,500.00		
5	Hosting, Development – Sprint 10	30-Apr-22	Ongoing Project Management and Status Reporting, Scope Reviews (Deliverables 1.2.1, 1.2.2, & 1.3)	\$32,000.00	\$339,500.00	\$1,442,000.00
			Hosting Services Delivery Plan (Deliverable 11.1)	\$24,000.00		
			Disaster Recovery Plan (Deliverable 4.4)	\$15,000.00		
			Periodic Development Review: Part 2:	\$100,000.00		

No.	Milestone Name	Date	Deliverables To be Completed	Itemized Amt	Full Amounts for Milestone	Cumulative Total
			(Verifiable progress on Task 5.2)			
			System Development and Configuration: Part 4. Completed Sprint 10 (Verifiable progress on Task 5.1)	\$142,500.00		
			OCM Periodic Reports (Deliverable 2.4.2)	\$6,000.00		
			Training Plan (Deliverable 9.1.1)	\$20,000.00		
6	Development – Sprint 13	30-Jun-22	Ongoing Project Management and Status Reporting, Scope Reviews (Deliverables 1.2.1, 1.2.2, & 1.3)	\$32,000.00	\$320,500.00	\$1,762,500.00
			User Documentation (Deliverable 9.3)	\$40,000.00		
			Periodic Development Review: Part 3: (Verifiable progress on Task 5.2)	\$100,000.00		
			OCM Periodic Reports (Deliverable 2.4.2)	\$6,000.00		
			System Development and Configuration: Part	\$142,500.00		

No.	Milestone Name	Date	Deliverables To be Completed	Itemized Amt	Full Amounts for Milestone	Cumulative Total
			5. Completed Sprint 13 (Verifiable progress on Task 5.1)			
7	Development Completion	31-Aug-22	Ongoing Project Management and Status Reporting, Scope Reviews (Deliverables 1.2.1, 1.2.2, & 1.3)	\$32,000.00	\$355,500.00	\$2,118,000.00
			Interface Development (Deliverable 9.3)	\$120,000.00		
			System Documentation Updates (Deliverable 5.3.1)	\$15,000.00		
			System Development and Configuration: Part 6. (Verifiable progress on Task 5.1 and Acceptance of Deliverable 5.1.1)	\$142,500.00		
			OCM Periodic Reports (Deliverable 2.4.2)	\$6,000.00		
			User Training (Deliverables 9.1.2 & 9.2)	\$40,000.00		
8	System Test	31-Oct-22	Ongoing Project Management and Status Reporting, Scope Reviews	\$32,000.00	\$185,000.00	\$2,303,000.00

No.	Milestone Name	Date	Deliverables To be Completed	Itemized Amt	Full Amounts for Milestone	Cumulative Total
			(Deliverables 1.2.1, 1.2.2, & 1.3)			
			System Testing (Deliverable 7.1.1)	\$122,000.00		
			Implementation Services Plan (Deliverable 10.1.1)	\$25,000.00		
			OCM Periodic Reports (Deliverable 2.4.2)	\$6,000.00		
9	Data Migration	31-Dec-22	Ongoing Project Management and Status Reporting, Scope Reviews (Deliverables 1.2.1, 1.2.2, & 1.3)	\$32,000.00	\$138,000.00	\$2,441,000.00
			Data Migration Report (Deliverable 6.2.1)	\$75,000.00		
			User Migration Report (Deliverable 6.3.1)	\$10,000.00		
			Load Test (Deliverable 7.1.2)	\$15,000.00		
			OCM Periodic Reports (Deliverable 2.4.2)	\$6,000.00		
10	UAT and Mock Election	28-Feb-23	Ongoing Project Management and Status Reporting, Scope Reviews (Deliverables 1.2.1, 1.2.2, & 1.3)	\$32,000.00	\$232,000.00	\$2,673,000.00

No.	Milestone Name	Date	Deliverables To be Completed	Itemized Amt	Full Amounts for Milestone	Cumulative Total
			UAT (Deliverable 7.2.1)	\$75,000.00		
			Mock Election (Deliverable 7.3)	\$40,000.00		
			Helpdesk Plan Deliverable 10.1	\$40,000.00		
			System Documentation Updates and System Operations Documentation (Deliverables 7.5.1 & 7.6.1)	\$39,000.00		
			OCM Periodic Reports (Deliverable 2.4.2)	\$6,000.00		
11	MVP Closeout	30-Apr-23	Ongoing Project Management and Status Reporting, Scope Reviews (Deliverables 1.2.1, 1.2.2, & 1.3)	\$32,000.00	\$529,857.14	\$3,202,857.14
			System Development and Configuration: Part 7. (Deliverable 5.1.1)	\$285,000.00		
			MVP Data Conversion and Synchronization Completion (Deliverable 6.2.1)	\$125,000.00		
			System Documentation Updates (Deliverable 5.3.1)	\$15,000.00		

No.	Milestone Name	Date	Deliverables To be Completed	Itemized Amt	Full Amounts for Milestone	Cumulative Total
			Monthly Hosting Services Reports (Deliverables 11.2, 11.3, and 11.4)	\$12,857.14		
			MVP Warranty (Deliverables 8.5.1 & 8.5.2)	\$30,000.00		
			Phase II Requirements Validation (Deliverable 3.2)	\$30,000.00		
12	Phase II Development	30-Jun-23	Ongoing Project Management and Status Reporting, Scope Reviews (Deliverables 1.2.1, 1.2.2, & 1.3)	\$32,000.00	\$184,857.14	\$3,387,714.28
			Phase II Development and Configuration: Part 1. (Verifiable progress on Task 5.1)	\$100,000.00		
			DR and BCD Update (Deliverable 11.5.1)	\$10,000.00		
			Monthly Hosting Services Reports (Deliverables 11.2, 11.3, & 11.4)	\$12,857.14		
			MVP Warranty (Deliverables 8.5.1 & 8.5.2)	\$30,000.00		
13	Phase II Go-Live Readiness	30-Aug-23	Ongoing Project Management and	\$32,000.00	\$174,857.14	\$3,562,571.42

No.	Milestone Name	Date	Deliverables To be Completed	Itemized Amt	Full Amounts for Milestone	Cumulative Total
			Status Reporting, Scope Reviews (Deliverables 1.2.1, 1.2.2, & 1.3)			
			Phase II Development and Configuration: Part 2. (Verifiable progress on Task 5.1)	\$100,000.00		
			Monthly Hosting Services Reports (Deliverables 11.2, 11.3, & 11.4)	\$12,857.14		
			MVP Warranty (Deliverables 8.5.1 & 8.5.2)	\$30,000.00		
14	System Implemented	31-Oct-23	Ongoing Project Management and Status Reporting, Scope Reviews (Deliverables 1.2.1, 1.2.2, & 1.3)	\$32,000.00	\$697,428.58	\$4,260,000.00
			Phase II Development Completion – Part 3. (Deliverable 5.1.2)	\$100,000.00		
			System Deployment (Deliverable 8.3.7)	\$400,000.00		
			MVP Warranty (Deliverables 8.5.1 & 8.5.2)	\$30,000.00		
			Monthly Hosting Services Reports	\$6,428.58		

No.	Milestone Name	Date	Deliverables To be Completed	Itemized Amt	Full Amounts for Milestone	Cumulative Total
			(Deliverables 11.2, 11.3, & 11.4)			
			Project Closeout (Deliverable 12.1)	\$99,000.00		
			System Documentation Updates and Transfer of Materials (Deliverable 12.2)	\$30,000.00		
TOTAL OF IMPLEMENTATION PAYMENTS:						\$ 4,260,000

3. Ongoing Maintenance and Support Fees

Agency will pay Contractor the fee amounts listed below. During the M&S Period of Performance, Contractor shall invoice Agency at the time of the payment milestones during implementation, as specified in [Part D.2](#) above. After Agency Acceptance of Project Closeout, including payment of the final Implementation Milestone, Contractor shall invoice Agency Quarterly.

Support Year (Starts after MVP go-live)	Support Months	M&S Period of Performance	Description	Not-to-Exceed	Monthly Service Charge*
	0	Jun 2021 – Feb 2023	No M&S Services	N/A	N/A
1	6	Mar 2023 – Aug 2023	Start after Implementation of MVP	\$390,000.00	\$65,000.00
2	12	Sep 2023 – Aug 2024	Start after Implementation of Phase 2	\$795,000.00	\$66,250.00
3	12	Sep 2024 – Aug 2025	Continuation	\$834,750.00	\$69,562.50
4	10	Sep 2025 – Jun 2026	Continuation	\$731,250.00	\$73,125.00
Total Maintenance and Support Fees for this Transaction Document:				\$2,751,000.00	

*See Part B of Schedule 2 for implications and definition.

4. Software Licensing and Hosting Service Fees

The table below defines the coverage periods for software licensing and the provision of Hosting Services.

Year	Coverage Period
1	June 2021 - June 2021
2	July 2021 - June 2022
3	July 2022 - June 2023
4	July 2023 - June 2024
5	July 2024 - June 2025
6	July 2025 - June 2026

Agency will pay Contractor the fee amounts listed below for coverage periods defined above. Except for the Year 1 Software Licensing Fee, which will be invoiced by June 30, 2021, Contractor shall invoice Agency at the time of the payment milestones during implementation, as specified in [Part D.2](#) above.

After Agency Acceptance of Project Closeout, including payment of the final Implementation Milestone, Contractor shall invoice Agency for Hosting Services Quarterly in advance.

Software Licensing Fees will be paid annually in advance of the year covered.

Description	Year 1 Cost	Year 2 Cost	Year 3 Cost	Year 4 Cost	Year 5 Cost	Year 6 Cost
Software Licensing Fee for all of the products listed in Schedule 7, Section A.	\$750,000.00	\$0.00	\$0.00	\$60,000.00	\$175,000.00	\$175,000.00
Total for Software Licensing Fees:					\$1,160,000.00	
Hosting for Testing Environment	\$0.00	\$84,000.00	\$84,000.00	\$84,000.00	\$84,000.00	\$84,000.00
Hosting for UAT / Mock Election Environment	\$0.00	\$0.00	\$60,000.00	N/A	N/A	N/A
Hosting for Production Environment (2 sites)	N/A	N/A	\$90,000.00	\$216,000.00	\$228,000.00	\$240,000.00

Total for Hosting Services Fees:	\$1,254,000.00
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5. Contingency Amount for System Enhancements

- a. **Enhancements.** Either Agency or Contractor may recommend Enhancements to the System. Contractor and Agency shall consider and enter into Change Orders to complete Enhancements in accordance with Section 10 of the Agreement, or Contractor and Agency may agree to enter into a separate Transaction Document that describes each Party's obligations with respect to the completion and payment for the Enhancement. Sections b and c below do not govern payment, invoicing or any limits on payments with respect to Enhancements that the Parties agree to complete under a separate Transaction Document, and the terms of such Transaction Document will govern the parties obligations with respect to Enhancements described in it.
- b. **Payment for Enhancements.** Agency may agree to pay Contractor to complete Enhancements on either an hourly basis, or on the basis of fixed prices paid for Deliverables submitted by Contractor and Accepted by Agency, as set forth in the Change Order. Contractor may provide a credit to Agency for any charges invoiced in a particular month for work on Enhancements based on the availability of Contractor staff otherwise responsible for fulfilling Contractor's obligations for Maintenance and Support under Task 10 above. In addition, upon agreement of the Parties, Contractor may complete minor changes and Enhancements without additional charge to Agency. Contractor's charges for completing an Enhancement may exceed the amount set forth in the Change Order provided that both (i) the amount of such excess is less than 20% of the amount set forth in the Change Order for completion of the Enhancement, and (ii) the charges comply with the limits set forth in Section D.5.c below.
- c. **Invoicing and Limits on Payments.** Contractor may submit invoices for Services to complete Enhancements no less frequently than monthly. Agency will pay such invoices in accordance with the terms of the Agreement. Any payments made for Enhancements will be deducted from the Contingency Amount set forth below. Agency's payments to Contractor under this Section D.5 for Enhancements completed during the term of this Transaction Document may not exceed the Contingency Amount set forth below, which the Parties may amend by written Agreement.

Contingency Amount -- \$420,000.00

E. SOW Definitions

Acronym/Term	Definition
A/V Equipment	A/V Equipment means devices used to capture and record both audio and visual stimuli in real-time.
ACP	ACP refers to a member of the Oregon Department of Justice's Address Confidentiality Program.

Agency	"Agency" means the State of Oregon, acting by and through its Secretary of State's Office.
Agency PM	Agency PM means Agency Project Manager, as that individual is identified in Schedule 5.
Agile Method	In software development, the Agile Method promotes iterative development throughout the life cycle of the project, close collaboration between the development team and business side, and constant communication.
ArcGIS	ArcGIS is a software program that allows an end-user to make digital maps with authoritative location data that can then be shared and exported for use in the System.
Backlog Grooming	In the Agile Method, the primary purpose of a backlog grooming session is to ensure the next few sprints worth of user stories in the product backlog are prepared for sprint planning.
CISO	CISO means Agency's "Chief Information Security Officer".
Client Environments	Client Environments means Agency- and County-owned equipment, such as personal computers, peripheral monitors, printers, ballot sorters, and tabulators.
DAR (Deliverable Acceptance Request)	DAR means a "Deliverable Acceptance Request", which is a Project artifact that memorializes Agency's Acceptance of one or more Deliverable(s).
DBA	DBA means Database Analyst, which refers to a worker's classification and requires certain skillsets and experience in order to perform certain portions of this SOW successfully.
DED	DED means a Deliverable Expectation Document.
Disaster Recovery/Business Continuity Plan	Disaster Recovery/Business Continuity Plan means the accepted plan provided under Task 11.5, in the context of this Project, a set of policies and processes for the Solution that are intended to protect the System from any significant effects in the case of a negative event (such as cyberattacks, device failure(s), natural disasters, and so on).
DR/BC Plan	DR/BC Plan means "Disaster Recovery/Business Continuity Plan".
Election Laws	Election Laws refers to the relevant and applicable federal, state and local laws, rules, and standards for how Oregon administers its elections.
Election Worker	System functionality that assists Agency and Counties in managing temporary workers and volunteer staff that are needed to process mail-in ballots on and before Election Day.
ENR (Election Night Reporting)	ENR means Election Night Reporting, which is the systematic process of quickly reporting election results to the general public.
ERIC	ERIC means the Electronic Registration Information Center.
ESRI Grid	ESRI Grid is a type of GIS file format.
File Geodatabase (GDB)	A File Geodatabase, or GDB for shorthand, means a collection of files that can store, query, and manage spatial and nonspatial data.
FPCA	FPCA means a Federal Post Card Application.

Functional Requirements	Functional Requirements refer to the subset of Requirements specified in Part B of Schedule 9 .
GeoPackage	GeoPackage refers to an open format for geospatial information.
GIS	GIS means geographic information system.
Golden Button	The Golden Button is a System function whereby Users can click a button that will automatically set up a support ticket and automatically provides requisite details into required fields, such as a User's Browser and current version, location within the System application, and so on.
HAVA	HAVA means the Help America Vote Act.
Hosting Services	Hosting Services means a service through which storage and computing resources are provided to an individual or organization for the accommodation and maintenance of applications, infrastructure, and other information technology needs. As of the Transaction Document Effective Date, Microsoft Azure is the collection of Hosting Services for the System.
JAD	JAD stands for "joint application development" sessions.
Keyhole Markup Language (KML)	KML means a markup language based on XML and useful for describing and implementing 2D and 3D visual shapes on HTML-based browsers.
KPI	KPI means Key Performance Indicator, as that term is used in Schedule 2 .
Layers (LYR)	Layers (LYR) means a file that stores the path to a source dataset and other layer properties.
MFA	MFA means "Multi-Factor Authentication".
MVP	MVP stands for "Minimum Viable Product". In the context of this Project, the Minimum Viable Product means an incomplete System that meets some, but not all of the Requirements
Non-Functional Requirements	Non-Functional Requirements refer to the subset of Requirements specified in Part C of Schedule 9 .
OCM	OCM means Organizational Change Management, and means a framework structured around the changing needs and capabilities of an organization that is used to prepare, adopt, and implement organizational changes. For purposes of this RFP, organizational changes may include changes in culture, policies, processes/procedures, and environment(s), as well as employee roles, responsibilities, and required skillsets.
OCVR	OCVR means the Oregon Centralized Voter Registration system, which is the primary legacy system to be replaced by the System.
OCVR Database Analyst	OCVR Database Analyst, or OCVR DBA, means the Agency's authorized agent to perform DBA-specific work as specified in Task 6 .
OpenStreetMap (OSM)	OpenStreetMap refers to the online service, further specified online at https://openstreetmap.org .
Oregon Votes	Oregon Votes is the Agency's branding for the Project and System on the Transaction Document Effective Date.

Oregon Votes Project Team	The Oregon Votes Project Team comprises the Agency personnel in Schedule 5 , except for the Procurement Specialist.
Oregon Votes Steering Committee	The Oregon Votes Steering Committee is the Agency's executive steering committee for the Project, tasked with providing project stage gate approvals.
Oregon Votes County Subcommittee	The Oregon Votes County Subcommittee is a representative sample of some Oregon Counties, serving in an advisory role to the Oregon Votes Project Team and providing leadership to other Counties for adoption of the System.
Period of Performance	Period of Performance means the duration of time that certain Tasks are to be performed.
Phase 1	Phase 1 of the Project means the first part of the implementation phase work and is used interchangeably with "MVP".
Phase 2	Phase 2 of the Project means the second part of the implementation work, where the deployed System meets all of the Requirements.
PII	PII means "Personally Identifiable Information".
Product Owner	Product Owner means the Agency individual responsible for maximizing the System's value for the State. The Product Owner is identified in Schedule 5.
Production (Environment)	The Production Environment, also referred to as "Production" for shorthand, means the environment that the System is put into operation for its intended use and made available to the intended Users.
Project	"Project" means the Oregon Votes Project, including its three phases: MVP (Phase 1) deployment, Phase 2 deployment, and implementation closeout activities (Task 12).
Public User(s)	A Public User means an Oregon resident who is a voter or potential voter, who will have access and may interact with the System's online portal.
Requirement(s)	Requirements refer to the System Functional and Non-functional Requirements specified in Schedule 9 .
Shapefile (SHP)	A Shapefile (SHP) means a digital vector storage format for storing geometric location and associated attribute information.
SME	SME means Subject Matter Expert.
SMS	SMS means Short Message Service.
SOW	SOW means this Statement of Work.
Sprint(s)	A Sprint means a Project activity that involves development and early User testing to further inform the development and configuration of the System.
SSN	SSN means Social Security Number.
State	State means the State of Oregon.
System	System means the sum total of the Services, the Deliverables, the Contractor Intellectual Property, the Third-Party Intellectual Property the Software, the hardware (if applicable), Hosting Services, and the Documentation described in one or more Transaction Documents that comprise the information system that

	Contractor will deliver, develop, install, configure, implement, enhance, and maintain under this Agreement and such Transaction Documents.
System Documentation	System Documentation means all documents, including documents that are Deliverables which may include any and all operator's and user's manuals, training materials, guides, commentary, listings, requirements traceability matrices and other materials for use in conjunction with and for the operation of the System and its components that are to be delivered by Contractor. System Documentation includes documents in hard copy or electronic form.
Task	Task means a segment of the Services to be performed in the SOW.
TotalAddress	TotalAddress means one of the software applications comprised by the System.
TotalVote	TotalVote means one of the software applications comprised by the System.
UOCAVA	UOCAVA means an eligible voter under the Uniformed and Overseas Citizens Absentee Voting Act (and as amended under the Military and Overseas Voter Empowerment Act).
User(s)	User means an Agency and/or County end-user of the System.
USPS	USPS refers to the United States Postal Service.
Voluntary Voting System Guidelines (VVSG)	Voluntary Voting System Guidelines (VVSG) are a set of specifications and requirements against which voting systems can be tested to determine if the systems meet required standards. Some factors examined under these tests include basic functionality, accessibility, and security capabilities. HAVA mandates that EAC develop and maintain these requirements.
Web Services	Web Services refer to software applications with standardized ways of providing interoperability between disparate applications.

SCHEDULE 2 – SERVICE LEVELS AND CREDITS

A. Overview

The Fee Reductions (as defined below) have been designed to encourage the consistent and timely delivery of service and value to Agency. Fee Reductions are not intended to compensate Agency for damages, but rather to reimburse Agency for the value of the diminished services actually delivered, and to provide incentive to Contractor to achieve the stated objectives and focus on Agency’s critical needs.

This Schedule outlines the circumstances under which Contractor will be subject to Fee Reductions for failure to achieve the Service Level Requirements (SLRs).

For the purposes of this Schedule, “Failure,” shall mean, with respect to any SLR or KPI, the failure to meet the specified Performance Requirement for the SLR/KPI for the applicable Measurement Period. This Schedule describes the methodologies associated with measurement of and reporting on the results achieved regarding the Service Level Requirements defined below. It sets out the parameters for measuring Service Levels, including eligibility for low volume sample sizes in a Measurement Period, and remedies for SLR Failures. Regardless of SLR or KPI designation (i.e. critical or non-critical), Contractor shall perform a Root Cause Analysis (RCA) for any failure to attain the Performance Requirement. This RCA shall be provided to Agency within five (5) business days of the reported failure and include actions (with completion dates) to prevent recurrence of the failure.

B. Definitions and Effects

Term	Definition
Application Releases	Application Release means an updated version of the System software that will be deployed into Agency’s Production environment.
At-Risk Amount	The At-Risk Amount is the maximum amount of a Credit Rebate that Agency is entitled to with respect to any SLR during the SLR’s Reporting Period, and is equal to 10% of the sum total amount payable for Ongoing Maintenance and Support Fees (Schedule 1, Part D.3) during the applicable Reporting Period.

<p>Continual Improvement</p>	<p>On the anniversary of the date that Agency notifies Contractor of successful completion of the Phase 2 System Stabilization Period (and annually thereafter), those SLRs or KPIs marked “Continual Improvement Eligible” shall have their Performance Requirement improved by 5% of the gap between current Performance Requirement and perfection.</p> <p>Example: An SLR with a Performance Requirement of 80% would improve according to:</p> <p>Perfection = 100%; Difference between current target and perfection = 100% minus 80% = 20%. An improvement of 5% on the 20-% gap equals 5% times 20% = 1%</p> <p>The new Performance Requirement would be 81%</p> <p>For clarity, those SLRs where a lower percentage is the desired outcome, perfection is assumed to be 0%.</p>
<p>Credit Rebate</p>	<p>Credit Rebate means an SLR that is eligible to earn back a Fee Reduction by continuously meeting or exceeding the SLR for consecutive Measurement Periods. If Contractor believes it is entitled to a Credit Rebate it shall notify Agency and provide documentation demonstrating that it has earned the Credit Rebate. Contractor may invoice Agency for a Credit Rebate in the first monthly invoice following Agency’s confirmation that Contractor is entitled to the Credit Rebate.</p>
<p>CSP Passthrough</p>	<p>A CSP Passthrough is a type of SLR Credit where the Parties have agreed that Failure is mostly or entirely the result of the cloud hosting provider. The amount of a CSP Passthrough is determined by the CSP. In this event, any credits given to the Contractor by the CSP during the Measurement Period shall be given to Agency as a credit. CSP Passthrough SLR Credits are not subject to earn back. Any CSP Passthrough SLR Credits will not be counted against the At-Risk Amount for purposes of calculating the maximum SLR Credits to which Contractor may be subject during any period.</p>
<p>Election Business Hours</p>	<p>Elections Business Hours means 8am – 5pm PT, except for Election Days. On an Election Day, Election Business Hours are 7am – 10:00pm PT.</p>
<p>Election Cycle</p>	<p>Election Cycle means the period of time starting on the day after the date of a general election and ending on the date of the next general election.</p>
<p>Election Day</p>	<p>The complete 24-hour day on which an election is conducted within the State of Oregon.</p>
<p>Fee Reduction</p>	<p>A Fee Reduction means the reduction in the amount payable for an invoice that is equal to the total SLR Credit for a given Measurement Period multiplied by the At-Risk Amount. The sum of all Fee Reductions during a Measurement Period shall not exceed the total At-Risk Amount for that Measurement Period.</p>
<p>Key Performance Indicators (KPIs)</p>	<p>Key performance measures that must be monitored, measured, and reported to Agency. Failure to meet KPIs do not result in Fee Reductions.</p>

Low Volume	Low Volume means a SLR for which a single failure of an event-based measurement results in the failure to meet the SLR. If an SLR designated as Low Volume in this Schedule 2, then the first failure to meet the SLR during any Measurement Period will not result in the imposition of a SLR Credit.
M&S Period of Performance	The M&S Period of Performance starts on the day following completion of the System Implementation Warranty Period, when the Agency is directly paying for System Maintenance and Support, as detailed in Task 10.2 .
Measurement Period	Measurement Period means the time during which an SLR or KPI is to be measured and assessed against the Performance Requirement. The start of the Measurement Period will begin after completion of the System Implementation Warranty Period.
Measurement Period – Annual	<p>if the Measurement Period is designated as “Annual,” it shall mean the period commencing 12:00 a.m. on the first day following the end of the System Implementation Warranty Period and ending 12:00 a.m. on the first day of the period beginning one year after that date.</p> <p>For clarity, “Annum” or “Annual Period” means a one-year period during the M&S Period of Performance that begins on a yearly anniversary of the beginning of the M&S Period of Performance.</p>
Measurement Period – Monthly	<p>If the Measurement Period is designated as “monthly,” it shall mean the period commencing 12:00 a.m. on the first day of each month and ending 12:00 a.m. on the first day of the following month.</p> <p>For clarity, “Month” means a calendar month.</p>
Measurement Period – Quarterly	<p>If the Measurement Period is designated as “Quarterly,” it shall mean the period commencing 12:00 a.m. on the first day of each Quarter and ending 12:00 a.m. on the first day of the Quarter.</p> <p>For clarity, “Quarter” means each consecutive three-month period during the M&S Period of Performance, the first of which begins on the first day of the M&S Performance Period.</p>
Measurement Period – Semi-Annual	<p>If the Measurement Period is designated as “Semi-Annual,” it shall mean one of the two periods in an Annum, the first of which commences at 12:00 a.m. on the first calendar day of the Annum, and the second commencing at 12:00 a.m. on the first day of the seventh month of an Annum.</p> <p>For clarity, a “Semi-Annum” is either the first or last six consecutive month period during an Annum.</p>
Monthly Service Charge	Monthly Service Charge means, for any given calendar month of the M&S Period of Performance, the actual or pro-rated dollar amount of all fees billed to Agency for Services provided in such month pursuant to Schedule 1, Part D.3 .
Planned Downtime	Planned Downtime means pre-scheduled period or periods of time, approved by Agency, during which the System is unavailable to Users.
Service Level Requirements (SLRs)	Services and operational levels where the performance requirement indicates a critical business requirement. SLRs are monitored, measured, and reported to Agency. Failure to meet an SLR results in a Fee Reduction unless it is Low Volume eligible (see definition below).

<p>Service Level Response Times</p>	<p>Service Level Response Times refers to Contractor’s obligation of responding to Agency’s support request tickets, within the timeframes defined in this section. Service Level Response Times are categorized as “Criticality 1”, “Criticality 2”, and “Criticality 3”, each defined below.</p> <p>“Criticality 1” means the production environment is seriously impacted by some issue or is out of service. There is no work-around available for this criticality status. Initial response and beginning of resolution occur within 1 hour of Agency submitting its request. Status updates are provided to Agency every hour after the initial response.</p> <p>“Criticality 2” means production is operable, but a serious issue has occurred. Production is functioning at a sub-standard level. Initial response is given within 4 hours, and beginning of resolution occurs within 8 hours, of Agency submitting its request. Status updates are provided to Agency once a day.</p> <p>“Criticality 3” means a minor problem or small enhancement request. These issues will be resolved according to the routine build schedule. Initial response is given within 8 hours. Beginning of resolution occurs as prioritized by mutual collaboration between Agency and Contractor. Status updates are provided to Agency once a week.</p>
<p>Unplanned Downtime/Outage</p>	<p>Unplanned Downtime/Outage means an event and period of time where the System is unavailable and is not Planned Downtime.</p>

C. Contractor Support Services

SLR 1 – Updated User Documentation

Service Level	Explanation
<p>Description</p>	<p>Contractor shall provide updates to the user documentation during the M&S Period of Performance of this Transaction Document reflecting applicable changes based on new releases, System enhancements, and System updates.</p>
<p>Formula</p>	<p>Following the close of a Measurement Period, Agency will review User Documentation version histories to ensure Documentation has either been updated, or acknowledged no updates were needed per the Contractor. Agency will complete this review and note deficiencies to Contractor by the end of the Reporting Period following the end of the previous Measurement Period.</p>
<p>Performance Requirement</p>	<p>100% User Documentation updates by the end of the Measurement Period.</p>
<p>Measurement Period</p>	<p>Annually</p>

Service Level	Explanation
Reporting Period	Quarterly
Measurement Tool/Source Data	User Documentation files located and accessible to Users in the System.
Low Volume Eligible	No
Continual Improvement Eligible	No
Designation	SLR
Credit Rebate	Yes: Any User Documentation found by Agency to have not been updated, Contractor shall make the required updates by the end of the following Reporting Period.
SLR Credit Percentage	25

KPI 1 – Support Request Response Time Compliance

Service Level	Explanation
Description	Percentage of support request tickets adhering to the Service Level Response Times.
Formula	Number of tickets submitted that do comply with the Service Level Response Times, divided by the number of tickets submitted during the Measurement Period.
Performance Requirement	Criticality 1 – 95% Criticality 2 – 90% Criticality 3 – 85%
Measurement Period	Monthly
Reporting Period	Monthly

Service Level	Explanation
Measurement Tool/Source Data	Contractor will provide periodic status reports of reported issues as recorded in Team Foundation Server (TFS). Contractor PM will work with the Agency PM to establish methods for calculating response times in TFS or identify tickets where response time requirements were not adequately met.
Continual Improvement Eligible	Yes: After each Annual Period, the Performance Requirement (for each criticality level) will increase by one percentage point, up to a maximum Performance Requirement of 99%.
Designation	KPI
SLR Credit Percentage	N/A

KPI 2 – Security Notifications

Service Level	Explanation
Description	Contractor shall ensure prompt notifications of security breaches or related incidents within the System (e.g., Application, or Hosting Services, or both).
Formula	The timeframe starts when Contractor becomes aware of a security breach or incident, regardless of Contractor becoming aware via its personnel or via electronic notification delivered and accessible on Contractor's equipment. In any event, once Contractor has been made aware of the breach is when the "clock starts" on the Performance Requirement.
Performance Requirement	Notification must be delivered to Agency within two hours.
Measurement Period	Monthly
Reporting Period	Monthly
Measurement Tool/Source Data	Contractor will establish system alert emails and notifications from the Test and Production environments for identified incidents, that will be sent to the approved personnel on both teams. Procedures will be established to deal with any potential security breach identified by the security architecture of the system or reported by system users.
Designation	KPI

Service Level	Explanation
SLR Credit Percentage	N/A

KPI 3 – Tickets Reopened

Service Level	Explanation
Description	The percentage of tickets reopened within the same Measurement Period.
Formula	Number of tickets reopened during the Measurement Period, divided by the number of tickets submitted during the same Measurement Period.
Performance Requirement	<5%
Measurement Period	Quarterly
Reporting Period	Monthly
Measurement Tool/Source Data	Contractor will provide statistics of tickets reopened within the specified period.
Continual Improvement Eligible	Yes: After each Annual Period, the Performance Requirement will be adjusted downward by a percentage point until it reaches a Performance Requirement of less than or equal to 1%.
Designation	KPI
SLR Credit Percentage	N/A

KPI 4 – New Application Release Notifications

Service Level	Explanation
Description	Advanced notification delivered to Agency for new/upcoming Application Releases that will be deployed into Agency's environment.
Formula	Number of calendar days between Agency's receipt of Contractor notification and the date scheduled for the Application Release deployment.
General Performance Requirement	At least 60 days before scheduled deployment of the Application Release.
Measurement Period	Quarterly
Reporting Period	Quarterly
Measurement Tool/Source Data	Contractor PM/Service Manager will provide a 3-6 month release schedule as part of status reporting. Release schedules will be presented in periodic project review meetings and approved by the Agency.
Continual Improvement Eligible	No
Designation	KPI
SLR Credit Percentage	N/A

D. System Performance

SLR 2 – Recovery Point Objective

Service Level	Explanation
Description	The maximum amount of data – as measured by time – that can be lost after a recovery from a disaster, failure, or comparable event.
Formula	See Description
Performance Requirement	<5 seconds per event

Service Level	Explanation
Measurement Period	Monthly
Reporting Period	Monthly
Measurement Tool/Source Data	Details of any data lost will be identified, analyzed, and reported using reported tickets, Application Insights and database queries by the Contractor.
Low Volume Eligible	No
Continual Improvement Eligible	No
Credit Rebate	Yes: If this SLR reaches Failure, Contractor shall be entitled to recover the Fee Reduction by continuously complying with the Performance Requirement for 6 consecutive Measurement Periods.
Designation	SLR
SLR Credit Percentage	If Contractor's at fault = 75 If Contractor's NOT at fault = CSP Passthrough

SLR 3 – Recovery Time Objective

Service Level	Explanation
Description	The amount of time for the System to become available to the Users after Unplanned Downtime occurs during Election Business Hours.
Formula	The time the System is restored after the beginning of Unplanned Downtime, minus the time the System went offline and became unavailable to the Users.
Performance Requirement	<30 seconds per Unplanned Downtime event
Measurement Period	Monthly

Service Level	Explanation
Reporting Period	Monthly
Measurement Tool/Source Data	Contractor will provide statistics using Application Insights.
Low Volume Eligible	Yes: This SLR's Low Volume Eligibility is limited to one Failure per Unplanned Downtime event per each Annual Period.
Continual Improvement Eligible	No
Credit Rebate	Yes: If this SLR reaches Failure, Contractor shall be entitled to recover the Fee Reduction by continuously complying with the Performance Requirement for 6 consecutive Measurement Periods.
Designation	SLR
SLR Credit Percentage	If Contractor's at fault = 25 If Contractor's NOT at fault = CSP Passthrough

SLR 4 – Application Availability

Service Level	Explanation
Description	Measure of uptime during the Measurement Period.
Formula	With a requested and proposed uptime of 99.99% for the System, the Parties agree that Unplanned downtime calculates to 52 minutes and 35 seconds per calendar year.
Performance Requirement	No more than one cumulative hour of Unplanned Downtime.
Measurement Period	Annual
Reporting Period	Quarterly

Service Level	Explanation
Measurement Tool/Source Data	Contractor will provide statistics of uptime from Application Insights the monitoring tool that will be used for monitoring the System.
Low Volume Eligible	No
Continual Improvement Eligible	No
Credit Rebate	No
Designation	SLR
SLR Credit Percentage	If Contractor's at fault = 25 If Contractor's NOT at fault = CSP Passthrough

SLR 5 – Election Day Application Stability

Service Level	Explanation
Description	Number of Unplanned Downtime events, on Election Day, within the reporting period, regardless of the duration of the outage.
Formula	Number of Unplanned Downtime events that the System is unavailable to Users.
Election Day Performance Requirement	Zero
Measurement Period	Monthly
Reporting Period	Monthly

Service Level	Explanation
Measurement Tool/Source Data	<p>System Outage incidents as reported will be recorded in the ticketing system (proposed Microsoft DevOps {TFS} or its equivalent). These will be marked as critical tickets and worked on and tracked in the ticketing system.</p> <p>For each outage, system incident reports will be provided for Agency review. These incident reports will include:</p> <ul style="list-style-type: none"> • Incident Description • Incident Cause • User and System Impact • Corrective Action/Proposed Resolution • Current State • Remedial Action for Future Mitigation/Prevention <p>As part of the support deliverables, Team TotalVote will report the outages on a quarterly basis summarizing the incidents that occurred during that period.</p> <p>Additional details and outage statistics will be provided from the Application logs from Application Insights.</p>
Low Volume Eligible	No
Continual Improvement Eligible	No
Credit Rebate	No
Designation	SLR
SLR Credit Percentage	100

KPI 5 – System Performance Degradation

Service Level	Explanation
Description	Number of tickets submitted during the Measurement Period noting system degradation issues and/or "slowness".
Formula	See Description

Service Level	Explanation
Performance Requirement	Report number of Track tickets that note degradation or System slowness.
Measurement Period	Monthly
Reporting Period	Monthly
Measurement Tool/Source Data	Contractor will provide periodic status reports indicating the ticket counts along with the ticket type which will include performance (slowness) related tickets. Contractor Service Manager will provide these reports on agreed bi-weekly basis and as per other support deliverables outlined in this document. In addition, these reports will be provided both monthly and quarterly during the M&S Period of Performance. Agency Staff and other designated users of Microsoft TFS/DevOps where tickets are recorded and worked through, will have access to the tool to view the details of these tickets.
Low Volume Eligible	N/A
Continual Improvement Eligible	N/A
Designation	KPI
SLR Credit Percentage	N/A

SCHEDULE 3 – SERVICE LOCATIONS

Location Name	Purpose	U.S. State/Region
KNOWiNK LLC, HQ	General Administration	Missouri
KNOWiNK Location #2	Application Development and Delivery	South Dakota
INEXL Consulting, HQ	General Administration and Project Management	Salem, Oregon
INEXL Location #2	Analysis and Project Activities	South Dakota

Microsoft Azure Government Cloud	Hosting Services	Western Region: <ul style="list-style-type: none"> • Arizona • Texas
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SCHEDULE 4 – CONTRACTOR PERSONNEL

Role	Name	Contact Information
Project Executive	Brandon Campea	Email: brandon@bpro.com
Project Manager (Implementation)	Ashish Puri (subcontractor)	Ph: 503.779.8525 Email: ashish@inexl.com
Service Manager (M&S)	Ashish Puri (subcontractor)	Ph: 503.779.8525 Email: ashish@inexl.com
Development Lead	Joe Faddoul	Email: joe@bpro.com
Cyber Security Lead	James Fry	Email: jamie@bpro.com
Functional and Testing Lead	Laura Heckman	Email: laura@bpro.com
Training and OCM Lead	Nissa Burger	Email: nissa@bpro.com
Data Analysis and Implementation Lead	Jay Varner (subcontractor)	Email: jay@inexl.com
Technical Analysis and Interface Lead	Kevin Kumpf (subcontractor)	Email: kevin@inexl.com

SCHEDULE 5 – AGENCY PERSONNEL

Role	Name	Responsibilities	Email
Agency Contract Administrator	Bryan Edgerton	<ul style="list-style-type: none"> • Ensures contract requirements are being met and enforces contract provisions, when necessary. • Reviews invoices and obtains Agency approvals for payments, or otherwise notifies Contractor of invoice/payment issues. • Request assistance or clarification from the Procurement Specialist on contract matters or additional procurement needs related to the project. 	Bryan.Edgerton@oregon.gov
Agency PM	Bryan Edgerton	<ul style="list-style-type: none"> • Develops the Agency's project plan, manages the work breakdown structure and schedule for the Agency; Agency documents, and escalates issues. • Manages project risks. • Ensures all stakeholders are communicated to and all project deadlines are met. 	<i>(Same as above)</i>
Assistant PM	Tim Esau	<ul style="list-style-type: none"> • Project Management support for Agency PM. 	Tim.Esau@oregon.gov
Lead Systems Analyst	Brent Cecil	<ul style="list-style-type: none"> • Technical analyst responsible for completing project work. 	Brent.Cecil@oregon.gov
Elections SME and Product Owner	Summer Davis	<ul style="list-style-type: none"> • Individual responsible for overseeing and ensuring the project meets election business needs and requirements. • Lead Subject Matter Expert (SME) for project work. • Accountable for ensuring adequate documentation of business & technical requirements 	Summer.S.Davis@oregon.gov
Procurement Specialist	Phillip Andrews	<ul style="list-style-type: none"> • Consulting resource for the Agency Contract Administrator. • Reviews change requests to ensure appropriateness of amendments vs. change order. • Negotiates, drafts, and executes amendments. 	Phillip.Andrews@oregon.gov

SCHEDULE 6 – APPROVED SUBCONTRACTORS

Subcontractor Name	Scope Responsibility
INEXL Consulting	<ul style="list-style-type: none"> • Oregon Votes Implementation: MVP and Phase II <ul style="list-style-type: none"> ○ Project management and delivery ○ Requirement analysis and validation ○ Functional analysis ○ Data collection, analysis, testing and county and SOS coordination. ○ Interface and technical analysis ○ Implementation Lead • Oregon Votes Maintenance and Support Services <ul style="list-style-type: none"> ○ Services Delivery Management and Reporting ○ M&S Services Tier 2 Analysis and Triage ○ M&S Services Tier 2 Interface Technical Analysis and Triage ○ M&S Services Tier 2 Data Analysis and Triage
Microsoft	Hosting Services (Azure Government Cloud)

SCHEDULE 7 – CONTRACTOR INTELLECTUAL PROPERTY

This Schedule 7 contains and terms and conditions for the Licensed Products (listed in Part A below) (the “License”) is effective on the [Transaction Document Effective Date](#).

A. Licensed Products

For this Transaction Document, Contractor hereby grants to Agency a license to the following Contractor Intellectual Property (as modified pursuant to the Services, the “Licensed Products”), pursuant to Section 11.1 of the Agreement:

- i. TotalVote
- ii. TotalAddress

B. Order of Precedence; Duration

1. This Schedule 7 shall be interpreted by the following order of precedence:
 - i. The terms and conditions of the Agreement, less its Exhibits;
 - ii. Agreement Exhibit F, Federal Terms and Conditions;
 - iii. Agreement Exhibit B, Security and Hosting Services Requirements;
 - iv. Agreement Exhibit C, Insurance;
 - v. The terms and conditions of this Transaction Document; **and**
 - vi. This Schedule 7.
2. The license in the Licensed Products set forth in this Section 7 shall end on, and the terms of this Schedule 7 shall survive until, the date that is the later of (i) the Transaction Document Expiration Date, or (ii) the expiration or termination of the Agreement.

C. Enterprise License

The Parties agree that Agency’s license in the Licensed Products permits Agency to allow Counties, any of Agency’s or Counties authorized agents (including third-party independent contractors under obligation of a Public Contract), and any other third parties to access and use the Licensed Products; provided that Agency shall be responsible for any use or misuse of the Licensed Products by such Counties, authorized agents, and third parties.

D. License Grant and Acceptable Use

Provided Agency is not in default of its obligation to pay the software licensing fees specified in [Part D of the SOW](#), Contractor shall grant Agency a limited subscription-based, non-exclusive, irrevocable, royalty-free, world-wide license to access and use the Licensed Products, and to authorize third parties, including Counties, to do the same, for Agency’s Elections-related business purposes.

E. Malicious, Mischievous, or Destructive Programming

- i. The Contractor warrants that the Licensed Products as delivered by the Contractor do not contain any viruses, worms, Trojan Horses, or other malicious or destructive code to allow unauthorized intrusion upon, disabling of, or erasure of the Licensed Products (each a “Virus”).

- ii. The Contractor shall be liable for any damages incurred by the Agency including, but not limited to, the expenditure of Agency funds to eliminate or remove a computer virus or malicious, mischievous or destructive programming that results from the Contractor's failure to take proactive measures to keep virus or malicious, mischievous or destructive programming from originating from the Contractor or any of its employees, subcontractors or consultants through appropriate firewalls and maintenance of anti-virus software and security updates (such as operating systems security patches, etc.).
- iii. In the event of destruction or modification of any Licensed Products, the Contractor shall eliminate the virus, malicious, mischievous, or destructive programming, restore the Agency's software, and be liable to the Agency for any resulting damages.

F. Entire Agreement

This License, in combination with this Transaction Document and the Agreement, constitute the entire agreement with respect to the License for the Licensed Products. The parties agree that the terms of this License supersede and take precedence over the terms included in any quote, terms of any shrink-wrap agreement included with the Licensed Products, terms of any click through agreement included with the Licensed Products or any other terms purported to apply to the Licensed Products.

SCHEDULE 8 – THIRD PARTY INTELLECTUAL PROPERTY [RESERVED]

SCHEDULE 9 – REQUIREMENTS

A. Personas Table

Term	Description
Agency	The Oregon Secretary of State serves as the chief election officer in the State of Oregon, which includes verifying statewide initiatives and referenda for the ballot and set up of State-wide elections. OR SoS defines voter registration policies and procedures and holds the data list of record for statewide voter registration.
Agency Staff	Any staff of the Oregon Office of the Secretary of State that performs a voter registration or elections related task.
County Elections Offices	Counties maintain a list of voters residing in their County, are the authorized voter registration officer, deliver accurate elections and process petitions for local contests.
County Elections Staff	Any staff of a County that performs a voter registration or elections related task.
Public User	Oregon residents who are voters or potential voters; these actors include any Public Users that may access the public online portal.
Staff	When “Staff” is referenced, these actions could be taken by either State or County staff. Staff may have multiple roles and system rights when using the System.

B. Functional Requirements

Online Portal

Capability – Online Portal	
No.	Functional Requirement Description
1.01	The System shall allow the Public User to choose a language for the voter’s voter registration application (English, Somali, Chinese, Russian, Vietnamese, or Spanish) and provide the voter with an online application in the selected language.
1.02	The System shall facilitate for the management and implementation of additional languages.

Capability – Online Portal	
No.	Functional Requirement Description
1.03	The System shall remember the user’s language selection as part of their application and subsequent voter profile for potential use in other services such as providing notices and election material to the user.
1.04	The System shall provide a way for the Public to change their language selection at any time.
1.05	<p>The System shall display important information that may be relevant to the Public at the time of starting a voter registration application, including but not limited to:</p> <ul style="list-style-type: none"> • State-wide election definition information including title, date, and deadlines for new registration applications or updates such as address and political party preference status changes. • Type of updates that can be made with this application, such as registering for the first time (if proof of citizenship is already on file with Oregon Department of Motor Vehicles --Oregon DMV) or updating specific registration information. • Link to obtain voter’s current registration information (see Perform Self-Service Inquiry Use Case). • Overview of the voter registration application process including eligibility criteria to register to vote. • Links to apply with a paper State or National form • Links for the process to apply under the Oregon Application to Exempt Residence Address from Disclosure as a Public (see Manage Secured Voter Use Case). • Links to apply as a UOCAVA voter (see Apply as UOCAVA Voter Use Case). • Links to apply as a voter with a disability and needing additional assistance.
1.06	<p>The System shall inform the Public user of the following eligibility requirements:</p> <ul style="list-style-type: none"> • Must be a Resident of Oregon • Must be a Citizen of the United States of America • At least 16 years old
1.07	The System shall allow voters 16 years or over to register
1.08	The System shall have the capability of keeping voter records in an Inactive status in the System until voter’s 18th birthday
1.09	The System shall inform the voter that their voter record will remain in an Inactive status until their 18th birthday
1.10	<p>The System shall ask the Public to answer questions regarding voter qualifications, including but not limited to:</p> <ul style="list-style-type: none"> • US citizenship status • Age
1.11	<p>The System shall ask the Public user for a limited amount of personal information so the System can attempt to make a potential match if the user is already in the System and verify the user’s information with OR DMV, including but not limited to:</p> <ul style="list-style-type: none"> • First name, middle name, last name, suffix

Capability – Online Portal	
No.	Functional Requirement Description
	<ul style="list-style-type: none"> • Date of birth • OR DMV Number
1.12	The System shall first require an Oregon Driver's License, Permit, or Identification Number issued by the OR DMV.
1.13	The System shall notify the user that the voter registration process must be completed by mail or by appearing in-person at the local County Elections Office, if the OR DMV Number is not recognized by the System or does not have a digital signature image associated with it.
1.14	The System shall notify the voter if the last four of the SSN cannot be recognized but allow the voter to continue with registration as eligible to vote in only State and Local elections.
1.15	The System shall generate a Notice to the voter with instructions on how to provide further proof of citizenship.
1.16	The System shall generate a Notice to the voter that they are eligible to vote in only State and Local elections until proof of citizenship is verified.
1.17	The System shall verify if the Public user has already submitted a voter registration application or is already registered.
1.18	The System shall display the Public user's voter registration information and current registration status, if the Public user has already registered to vote.
1.19	The System shall display the same information available in the Perform Self-Service Use Case under the Verify My Voter Registration service.
1.20	The System shall allow the Public user to update their previous voter registration information, as needed, if the user has already applied or is registered.
1.21	The System shall verify if the Public user's personal information matches with the information on file with OR DMV.
1.22	The System shall verify if OR DMV has the last four-digits of the voter's SSN or other proof of citizenship for the user if the System determines a match with OR DMV's information.
1.23	The System shall inform the user that the voter registration form can be printed to apply by mail with proof of citizenship or appear in-person to a local County Elections Office with proof of citizenship for voter registration.
1.24	The System shall inform the Public User if no match was made between the information they provided and OR DMV records
1.25	The System shall inform the Public User if OR DMV does not have proof of citizenship for the user.

Capability – Online Portal	
No.	Functional Requirement Description
1.26	The System shall inform the Public User if OR DMV does not have an SSN match for the user.
1.27	The System shall allow voters to print out the Voter Registration Form and mail it in with any acceptable proof of citizenship documentation, directly to their County Elections Office.
1.28	The System shall display OR DMV information for the following, if the System determines a match with OR DMV's information and determines OR DMV has proof of citizenship: <ul style="list-style-type: none"> • Public user's residential address for verification, including the full address. • Applicant's selection of whether their residential address is the same as their mailing address. • Mailing address if different than the residential address.
1.29	The System shall receive any address changes from OR DMV address changes if the user indicates on OR DMV that they want their voter registration address changed.
1.30	The System shall allow Public Users to log in and opt-out of automatic address changes triggered by the OR DMV.
1.31	The System shall ask the Public User for their mailing address, if the user selects that their mailing address is different than their residential address.
1.32	The System shall determine in real-time if the new address entered by the voter is a valid address by checking against the System's address file.
1.33	The System shall allow the Public User to enter different values for the mailing address than the residential address fields.
1.35	The System shall have the capability to record non-standard addresses such as but not limited to narrative descriptions of location.
1.36	The System shall have the ability to allow Public Users to select from a list of pre-identified, non-standard residential addresses.
1.37	The System shall have the capability for a Public User to indicate their residence on a map in the case of not having a street address.
1.38	The System shall have the capability to capture the voter's residential address's X/Y coordinates on a map.
1.39	The System shall require an indication of residential address for each applicant, whether their residential address is the same as their mailing address, and a mailing address if different than their residential address prior to completing an application for voter registration.
1.40	The System shall allow Public Users to update their residential address within the same or to a different Oregon county.
1.41	The System shall store historical mailing addresses for a voter.

Capability – Online Portal	
No.	Functional Requirement Description
1.42	The System shall display the Public User's different preferred mailing address for the voter on the public portal after their identify has been verified.
1.43	The System shall allow the Public User to verify their current mailing address in their current registration.
1.44	The System shall allow the Public User to manage their different preferred mailing addresses including editing, deleting, and adding the different mailing addresses.
1.45	The System shall allow the Public User to select one of the mailing addresses on the voter's record displayed to them to update their current mailing address for the upcoming election (i.e. to receive their ballot).
1.46	The System shall allow Public Users to select from the major, approved parties, and have the ability to select Other with a text entry from the Public User.
1.47	The System shall require, if Other party preference is selected, the Public user to provide a text entry for the party preference.
1.48	The System shall request the Public User to select a party preference before submitting the voter registration application.
1.49	The System shall allow the Public User to indicate the following information: <ul style="list-style-type: none"> • State or country of birth • Telephone number • Former name (if applicable) • Willingness to work at a ballot drop site on election day (yes/no) • Willingness to work at a County office on a temporary basis (yes/no) • Email address
1.50	The System shall require the Public User to consent to OR DMV sending the OR Secretary of State (Agency) an electronic copy of the signature from the Public user's OR DMV Driver's License, Permit, or ID.
1.51	The System shall require the Public User to swear or affirm that the information provided is correct and that they meet the eligibility criteria.
1.52	The System shall allow an authorized Staff User to configure a time value for the System to determine if a voter signature is old or not.
1.53	The System shall allow Staff Users to generate a Notice to voters requesting an optional new wet signature to be submitted if the voter signature is past the time value set in the System.
1.54	The System shall allow a User with the appropriate access/privilege to manually indicate that a signature is old or otherwise needs to be replaced and to indicate a reason.

Capability – Online Portal	
No.	Functional Requirement Description
1.55	The System shall have the capability to allow the Public Users that match with OR DMV records to digitally attest the online application without providing a new copy of their hand-written signature.
1.56	The System shall have the capability to allow Public Users to provide an electronic signature, in the case that chooses to implement this option in the future.
1.57	The System shall validate that all required fields are completed.
1.58	The System shall inform the Public User that their application is not complete and not allow the submission of the incomplete application, the System determines that a required field is not completed.
1.59	The System shall save the new voter registration application.
1.60	The System shall verify with the Electronic Registration Information Center (ERIC) data that the Public User is not deceased (see Manage Deceased Use Case).
1.61	The System shall verify that the Public User's given date of birth complies with the voting age requirements as defined by the Oregon SoS and/or County Election Officials.
1.62	The System shall verify that the Public User's given residence is within the State of Oregon.
1.63	The System shall verify that the Public User's given residence is not at a state correctional facility or county jail.
1.64	The System shall update the potential voter's record to indicate that they are potentially ineligible to vote so the local County Elections Office can make a final determination of eligibility, if the System determines the Public User is potentially ineligible to vote.
1.65	The System shall provide a confirmation receipt to the Public User. (See Issue Notices Use Case).
1.66	The System shall provide the Public User a unique transaction number on the confirmation receipt.
1.67	The System shall allow the Public User to search the transaction number any time after the transaction number is issued to view the status of their voter application.
1.68	The System shall allow Staff to view the voter application record by searching the transaction number in the System.
1.69	The System shall send the Public User a confirmation email if the Public User provided an email and opted-in to receive emails.
1.70	The System shall send the user a SMS text message if the user provided a mobile phone number and opted-in to receive SMS text messages.
1.71	The System shall allow the Public User to print their confirmation from the Online Portal.

Capability – Online Portal	
No.	Functional Requirement Description
1.72	The System shall display the Public User's current voter registration information and status from the voter registration System.
1.73	The System shall identify the source of the voter registration applications, including but not limited to SoS.Oregon.gov website and other State departments or community-based organizations.
1.75	The System shall verify the residential address in their current voter registration application as an eligible address to be registered at and make the voter Active, if the Public User was identified to be in custody after being convicted of a felony (e.g. Inactive for reason of being in prison for a felon) and/or registered at an address that identifies them as being in custody (e.g. in probation for a felony).
1.76	The System shall allow a user with appropriate permissions to create a new language option on the public portal and upload translated text for the corresponding public instructions and voter registration application.
1.77	The System shall allow a Public User to download a printable registration application in the language of the Public User's preference.
1.78	The System shall allow a Public User to specify if they have any special ballot requirements, such as large print, or ADA compliant ballots.
2.01	The System shall attempt to find a potential match of the voter personal information entered with current voter registration information.
2.02	The System shall display a message to the user that no match was found and to contact local County Elections Office or Oregon Secretary of State's Elections Division, if the System cannot find a match.
2.03	The System shall display at least the following information, if the System cannot find a potential match: <ul style="list-style-type: none"> • Notice to the user that no match was found and to contact and/or local County Elections Office. • The option to apply for or update the voter registration information (see View and Manage Voter Use Case).
2.04	The System shall display at least the following, if the System finds a potential match with the Public user's identifying information: <ul style="list-style-type: none"> • The voter registration information of the voter. • Name, County, address (residential and mailing if applicable), party, voter ID, date registered, congressional district, legislative district, precinct. • Voter history. • Status of last ballot / election (counted or not). • Last election voted. • Temporary / Volunteer worker (or not).

Capability – Online Portal	
No.	Functional Requirement Description
	<ul style="list-style-type: none"> • A link for the user to update the voter registration information (see View and Manage Voter Use Case).
2.05	<p>The System shall display the following information, if the System cannot find a potential match with the user's identifying information when requesting a sample ballot:</p> <ul style="list-style-type: none"> • Information to the user that no match was found, with contact information for local County Elections Office; and/or • The option to apply for or update the voter's voter registration (see View and Manage Voter Use Case).
2.06	<p>The System shall display the sample ballot of the user, including the contests on that ballot and the qualified candidates of each contest, if the System finds a match with the voter's identifying information.</p>
2.07	<p>The System shall display the voter registration information that matches the information entered by the System:</p> <ul style="list-style-type: none"> • Status & Reason (See Manage Provisional Ballots Use Case.) • If Provisional Ballot was rejected, the System shall display a reason for rejection.
2.08	<p>The System shall display the voter's ballot drop site if a potential match is made with the entered personal information.</p>
2.09	<p>The System shall have a mobile-friendly version of the self-service portal.</p>
2.10	<p>The System shall have data persist from one screen to another when data fields are the same, so the user does not have to do the same data input on multiple screens.</p>
2.11	<p>The System shall have the ability to integrate with a website (such as democracy work or acceptable equivalent) to allow the Agency's office to export and import data on ballot drop site locations.</p>
2.12	<p>The System shall have the ability to request the user to enter required information in order to find the voter's ballot drop site. This could include but is not limited to: County, last name, address, date of birth, voter ID or OR DMV Number.</p>
2.13	<p>The System shall have the capability of receiving and sending information from the OR DMV in real-time.</p>
2.14	<p>The System shall have the capability to allow Public Users to sign a candidate petition, in the case that the State chooses to implement this option in the future.</p>
2.15	<p>The System shall notify the user that this is based on the voter's current voter registration and shall provide the option to update the voter's voter registration (see View and Manage Voter).</p>
2.16	<p>The System shall present a list of common services that may include but are not limited to:</p> <ul style="list-style-type: none"> • Verifying voter registration; • Find my ballot drop site;

Capability – Online Portal	
No.	Functional Requirement Description
	<ul style="list-style-type: none"> • Find any ballot drop site; • View my sample ballot; • Verify ballot status (including absentee and provisional ballots); • Cancel Registration (see View and Manage Voter Use Case); • Apply or Update Voter Registration (see View and Manage Voter and Apply as UOCAVA Voter Use Cases); • Respond to Correspondence (see Process Responses to Notices Use Case); • Candidate Portal; • Candidate Filing; • Create Petition; (see Create Candidate and Political Party Petitions Use Case) • View state-wide and local election information; and • Perform Petition actions.
2.17	The System shall produce printer-friendly pages of inquiry results for Public to be able to print a well-formatted document.
2.18	The System shall provide the nearest ballot drop site associated with that location.
2.19	The System shall require the user to enter an address, cross street, or click on a map.
2.20	The System shall require the user to enter certain information in order to find the voter's Provisional Ballot. This could include but is not limited to: County, election, first and last name, voter ID, voter registration application transaction number.
2.21	The System shall require the user to enter certain information in order to find their sample ballot. This could include but not limited to: County, last name, date of birth, voter ID or OR DMV number.
2.22	The System shall require the user to enter required information in order to find the voter registration record. This could include but is not limited to County, last name, date of birth, voter ID or OR DMV Number.
3.01	The System shall allow the public to select which petition, initiative, or referendum type they want to submit from a pre-configured list of options including, but not limited to: Statewide initiatives, local initiatives, recall petitions, create candidate or political party.
3.02	The System shall allow the public to electronically complete the application forms.
3.03	The System shall allow the public to upload scanned documents or images of any required forms, such as a signature sheet, to be attached to their application.
3.04	The System shall allow the public to determine if they want to submit the application electronically, or if they want to print a copy of the application and manually submit it.
3.05	The System shall provide the public a printable pdf of the application if they choose to submit manually.

Capability – Online Portal	
No.	Functional Requirement Description
3.06	The System shall create a user account for the applicant if they choose to file the application electronically.
3.07	The System shall allow a user to identify their preferred method of communication, including but not limited to: <ul style="list-style-type: none"> • Sending and Receiving notifications through the online portal • Email • SMS Text • Phone Number • Mail
3.08	The System shall have the ability to process payments for applications which have fees associated with them, such as a candidate filing fee or a petition for voter's pamphlet fee, if the user chooses to submit the application electronically.
3.09	The System shall provide the public the ability to review their application prior to submitting electronically.
3.10	The System shall provide the public the ability to navigate to any portion of the application prior to submission to edit / update the application and attachments.
3.11	The System shall provide the user to ability to track the status of the application via the portal by logging in to the System using the user account associated with the application.
3.12	The System shall allow the user to receive and respond to notifications from Staff (i.e., that the form was filled out improperly, the content must be updated, or that a petition is approved for circulation).
3.13	The System shall allow the applicant to use a pre-existing account when submitting the application if the user already has an account in the online portal.
3.14	The System shall have the ability for a petition, initiative, or referendum to be associated with multiple user accounts, to ensure that all Chief petitioners associated with a petition have visibility into the application.
3.15	The System shall have the ability for users to submit additional forms related to a pre-existing petition, initiative, or referendum (i.e. signature sheets or updated application content).
3.16	The System shall not require the public user to be a registered voter to submit an application through the online portal.
3.17	The System shall not require Chief petitions associated with a petition to be registered voters.
3.18	The System shall have the ability to integrate with NIC payment processing or a similar service to process payments.

Capability – Online Portal	
No.	Functional Requirement Description
4.01	<p>The System shall allow the user to apply or update their voter registration to respond to the notice, if the notice requires the Public user to verify and update their voter registration application short of providing a new wet signature:</p> <ul style="list-style-type: none"> • The System shall update the corresponding outstanding notice status when a new voter registration application or update is received for the given potential voter. • The System shall have the capability for Public users to upload images to satisfy their response to a notice.
4.02	The System shall direct the user to contact their local County Elections Office if the notice requires the Public user to respond in a way that cannot be completed online. For example by filling out a paper voter application in-person or by mail with their proof of citizenship.
5.01	The System shall provide the public a list of standardized reports available for purchase.
5.02	The System shall allow the public to select one or multiple reports they which to purchase.
5.03	The System shall allow the public to pay the necessary fees associated with the report types they selected.
5.04	The System shall allow the public to download their purchased reports.
6.01	The System shall provide the ability for the public to navigate to a public inquiry webpage.
6.02	The System shall allow the Public to select the recipient of the inquiry from a configurable drop-down menu, which includes, but is not limited to, the Agency's office and each of the local County Elections Offices.
6.03	The System shall allow the public to enter their information, including but not limited to: First Name, Last Name, Mailing Address, Phone Number, Email Address.
6.04	The System shall allow the public to specify their preferred communication method including but not limited to: Email, Mail, Telephone.
6.05	The System shall allow the public to describe their inquiry in a text box.
6.06	The System shall allow the public to submit their inquiry and receive a confirmation message via email or their preferred communication type that the inquiry was received.
6.07	The System shall have the ability to route the inquiry to a work queue for the agency specified within the inquiry.
6.08	The System shall allow the Staff to review the details of the inquiry and indicate the inquiry is resolved once the request has been fulfilled.

Voter Registration

Capability – Voter Registration	
No.	Functional Requirement Description
7.01	The System shall display a home page with work queues containing unprocessed transactions.
7.02	The System shall have an option for County Elections Staff to select a work queue to view unprocessed transactions related to Electronic Voter Registration.
7.03	The System shall have the capability to populate all required fields on a Voter Registration record using the Public User's input from the Online Portal application.
7.04	The System shall allow the user to identify the type of document that they are scanning such as but not limited to an application or response to a notice.
7.05	The System shall have the capability to record a scanned copy of a paper voter registration form.
7.06	The System shall have the capability to read batch scans of paper voter registration forms.
7.07	The System shall have the capability to record a scanned copy of the applicant's proof of citizenship and/or residence, if provided.
7.09	The System shall allow keyboard shortcuts, tabbing, and functions to enter information efficiently.
7.10	The System shall allow Staff to enter in the information provided on an OR state or approved National/Federal Voter Registration Form.
7.11	If the System finds a potential match (or duplicate) with an existing record, the System shall allow the user to update the existing record or complete processing of the new application and then resolve the potential duplicate (see Manage Duplicates Use Case).
7.12	If the System finds a potential match with the personal identifying information on an application, The System shall display the applicant's existing voter registration record in the System and give the user the option to update the information (see Manage Duplicates Use Case).
7.13	The System shall allow County Elections Staff to add a new person to the System.
7.14	The System shall attempt to match the personal information with OR DMV's records and retrieve any proof of citizenship, addresses, OR DMV's record of last four digits of SSN and signature, in real-time.
7.15	The System shall check the OR DMV System to verify the accuracy of name and date of birth and shall check AAMVA for the Last 4 Digits of SSN, if the application does not have a OR DMV number or does not find a potential match with OR DMV's information.

Capability – Voter Registration	
No.	Functional Requirement Description
7.16	The System shall have the capability to verify the age of the signature on file and if the signature is deemed to be old then the System shall have the capability to allow a notice to be sent to the user to request a new voter registration wet signature (see Issue Notices Use Case).
7.17	The System shall allow County Elections Staff to determine if the signature is not readable.
7.18	The System shall allow County Elections Staff to indicate what signature will be the signature of record for the voter registration record.
7.19	The System shall display the proof of citizenship and any supporting documents provided to establish proof of citizenship.
7.20	The System shall check the OR DMV System to verify the accuracy of name, date of birth, and Last 4 Digits of SSN, if the application does not have an OR DMV number or the System does not find a potential duplicate (See Use Case for Manage Duplicates) with OR DMV's information,
7.21	The System shall allow Staff to indicate their determination of whether the applicant is a citizen or not, or if proof of citizenship is still required for a determination.
7.22	The System shall allow Staff to indicate if a voter has not met citizenship qualifications but still allow voter to be registered as a only State and Local voter.
7.23	The System shall clearly mark the voter record as a only State and Local voter if the registered voter has not met HAVA requirements.
7.24	The System shall flag the voter record as a only State and Local voter to allow only State and Local ballots to be sent and counted for the voter.
7.25	The System shall allow County Elections Staff to enter in all address information provided.
7.26	The System shall allow County Elections Staff to determine in real-time if the address entered by the voter is a valid address by checking against the System's address file or USPS.
7.27	The System shall have the capability to record non-standard addresses such as but not limited to narrative descriptions of location. The System shall display the applicant's indication of their residence on a map for the case in which they do not provide a street address.
7.28	The System shall attempt to identify the applicant's street address of their residence from the applicant's indication of their residence on a map and display the potential residential street address to Staff.
7.29	The System shall allow County Elections Staff to create a new residential address point and record latitude / longitude coordinates for non-standard addresses.

Capability – Voter Registration	
No.	Functional Requirement Description
7.30	The System shall have the capability to determine, in real-time, a potential voter's precinct and assign the voter that precinct in the System.
7.31	The System shall be able to store residential addresses based on geographic location that do not have street addresses.
7.32	The System shall attempt to identify a district and precinct for each residential address.
7.33	The System shall provide Staff with the System's current record of the applicant's eligibility to vote, if any, and the reason associated with that determination.
7.34	The System shall record County Elections Staff's determination of an applicant's eligibility to register to vote in Oregon and reason for that determination.
7.35	The System shall record the date the electronic application was submitted online by the applicant.
7.36	The System shall allow County Elections Staff to record the date the paper form was filled out by the applicant.
7.37	The System shall save the date on which an applicant's voter registration eligibility status was determined.
7.38	The System shall allow County Elections Staff to indicate if the applicant is a secured voter (see Manage Secured Voter Use Case).
7.39	The System shall allow County Elections Staff to indicate if the applicant is a UOCAVA eligible voter. (See Apply as UOCAVA Voter Use Case)
7.40	The System shall allow County Elections Staff to indicate the type of UOCAVA voter, such as but not limited to; military or overseas citizen. (See Apply as UOCAVA Voter Use Case)
7.42	The System shall allow Staff to enter all information that may be provided on a Federal/National voter registration application. (See the National Voter Registration Act page published on the Oregon Secretary of State Office's website).
7.43	The System shall not allow the recording of race or ethnic group from a Federal voter registration application.
7.44	The System shall allow County Elections Staff to indicate that an applicant is only eligible to vote in state elections and add the applicant to the register of eligible voters in only State and Local elections.
7.45	The System shall allow County Elections Staff to mark voter records as a Confidential Voter.

Capability – Voter Registration	
No.	Functional Requirement Description
7.46	The System shall notify County Elections Staff that an update to a voter registration record may satisfy a response to a notice if the voter registration record has an outstanding notice.
7.47	The System shall allow County Elections Staff to clearly flag that a voter requires special assistance.
7.48	The System shall allow County Elections Staff to notate voter record with comments specific to special assistance required by voter (e.g., signature-by-stamp, alternate form ballot, etc.)
7.49	The System shall have the capability of uploading to and downloading information from the national Electronic Registration Information Center (ERIC) and the OR DMV.
8.01	The System shall allow the user to select the preliminary voter registration from a work queue of motor voter registrations within the 21-day response period.
8.02	The System shall allow users to scan a copy of the DMV voter registration form.
8.03	The System shall have the capability to recognize pre-defined form types, provided the forms contain a Form ID barcode.
8.04	The System shall allow the user to update the registered voter's political party preference (See Use Case for View and Manage Voter) or modify the voter registration in accordance with information on the form.
8.05	The System shall have the capability to route the voter registration to the appropriate County work queue once the application has been updated by Agency Staff.
8.06	The System shall have the capability to route the voter registration to the appropriate County work queue, if no voter registration card is received within 21 days, to allow County Elections Staff to complete the voter registration.
8.07	The System shall have the capability to allow County Elections Staff to complete the voter registration by saving the voter registration record as a non-affiliated voter, if no voter registration card is received within 21 days.
8.08	The System shall have the ability to automatically activate a voter record with the party affiliation of Non-affiliated, after 21 days
9.01	The System shall allow Public users to apply online to be a military or overseas voter.
9.02	The System shall display important information that may be relevant to the Public at the time of starting a UOCAVA voter registration application, including but not limited to: <ul style="list-style-type: none"> • State-wide Election Definition information including title, date, and deadlines for new registration applications or updates such as address, political party preference, and voter status changes. • Link to obtain voter's current registration information (see Perform Self-Service Inquiry Use Case).

Capability – Voter Registration	
No.	Functional Requirement Description
	<ul style="list-style-type: none"> Overview of the UOCAVA voter registration application process including eligibility criteria to register to vote.
9.03	The System shall allow Public users to indicate if they want to register to vote.
9.04	The System shall allow Public users to indicate if they want to request an Absentee ballot.
9.05	The System shall allow Public users to indicate if they want to receive information on the upcoming election.
9.06	The System shall allow Public to enter their full name and date of birth.
9.07	The System shall allow the Public user to enter their Oregon residential addresses.
9.08	The System shall determine their Oregon County based on their Oregon address.
9.09	The System shall allow mailing addresses to be formatted for military or overseas addresses.
9.10	The System shall allow the Public User to enter in a valid email address and communication preferences.
9.11	The System shall have the ability for the Public user to print their registration, so that they may mail or fax the UOCAVA voter registration application to the appropriate local Oregon Elections Office or email to fax@fvap.gov.
9.12	The System shall have the ability for the Public user submits their request online directly from the online registration.
9.13	The System shall have the capability to send the request to the appropriate County Elections Office Electronic Voter Registration work queue.
9.14	The System shall have the capability to allow County Elections Staff to indicate a determination on a request from a military or overseas voter.
9.15	The System shall allow County Elections Staff to establish secured electronic communication with a military or overseas voter to receive electronic copies of paperwork, including but not limited to; a voter registration application, proof of citizenship or Absentee ballot.
9.16	The System shall allow County Elections Staff to register a voter as UOCAVA with a signature image.
9.17	The System shall display the Public user's current voter registration information and status.
9.18	The System shall direct UOCAVA voters interested in obtaining information on upcoming elections to the online self-service information first (see Perform Self-Service Inquiry Use Case).

Capability – Voter Registration	
No.	Functional Requirement Description
9.19	The System shall allow applicants deemed to be U.S. citizens who never resided in the U.S. to indicate they have a parent or legal guardian, spouse, or dependent that is currently registered to vote in Oregon and become eligible to vote in Oregon.
10.01	The System shall display a home page to County Election Staff with a dashboard of summary information relevant to the user's role.
10.02	The System shall have an option for County Elections Staff to process a FPCA for voter registration.
10.03	The System shall have the capability to record a scanned copy of a paper voter registration forms.
10.05	The System shall have the capability to recognize the voter's email address.
10.06	The System shall record the voter's preference for communications.
10.07	The System shall allow County Elections Staff to enter in the information provided on a paper FPCA form.
10.08	The System shall attempt to match the information with OR DMV's records and validate any proof of citizenship, addresses and signature.
10.09	The System shall allow County Elections Staff to record the voter's email.
10.10	The System shall allow Staff to clip the signature file from the FPCA and attach the image to the voter record.
10.11	The System shall allow Staff the option to save the entire FPCA card and attach the image to the voter record.
10.12	The System shall display the applicant's residential address.
10.13	The System shall provide County Elections Staff with the System's current record of the applicant's eligibility to register to vote, if any, and the reason associated with that determination.
10.14	The System shall record Staff's determination of an applicant's eligibility to vote in Oregon and reason for that determination.
10.15	The System shall identify applicants for UOCAVA as a UOCAVA voter.
10.16	The System shall save the date on which a UOCAVA applicant's voter eligibility status was determined.
10.17	The System shall add the applicant to the registry of eligible voters if the applicant was determined to be eligible to vote.
10.18	The System shall have the ability to indicate if a FPCA application matches a voter already in the System.

Capability – Voter Registration	
No.	Functional Requirement Description
10.19	The System shall provide County Elections Staff the option to confirm that the records match, and if confirmed updated the existing voter record
10.20	The System shall provide County Elections Staff the option to confirm that the records match, and if it is not confirmed by County Staff, to create a new voter record
10.21	The System shall allow applicants deemed to be U.S. citizens who never resided in the U.S. to indicate they have a parent or legal guardian or spouse, that is currently registered to vote in Oregon and become eligible to vote in Oregon.
11.01	The System shall have an option for County Elections Staff to process a FWAB.
11.02	The System shall have an option for Staff to issue a notice to voters based on receipt or in response to an FWAB.
11.03	The System shall allow Staff to generate notices from templates or provide the option to manually type in specific text.
11.04	The System shall allow County Elections Staff to update a voter's history that a FWAB ballot was received, the manner in which the ballot was received (email, mail, drop off, etc.) and the time frame of the vote (early, on Election Day, late, etc.) (See Use Case for Receive Ballot Envelopes / Signature Validation).
11.05	The System shall have the capability to recognize and record email addresses and the voter's preference for communications
11.06	The System shall allow County Elections Staff to process UOCAVA ballots received electronically such as by email or fax server.
12.01	The System shall allow the County Elections Staff to enter ACP voter registration System, prior to processing the corresponding a new voter registration application by County Elections Staff or updating a non-ACP voter as a new ACP Voter (see View & Manage Voter Information Use Case).
12.02	The System shall allow the County Elections Staff to indicate an existing voter registration record as an ACP secured voter, prior to processing the corresponding the new voter registration form.
12.03	The System shall now consider the voter as an ACP secured voter once County Elections Staff flag an existing voter registration as an ACP voter.
12.04	The System shall restrict access to ACP voters' address information (residence addresses) from the public and users with public access rights.
12.05	The System shall remove ACP voters from reports that include voter details but not from reports with statistics only, per statutes.
12.06	The System shall allow Staff to view the work queue of unprocessed secured voters (ACP & Confidential) with residence related fields hidden.

Capability – Voter Registration	
No.	Functional Requirement Description
12.07	The System shall allow County Elections Staff to mark a voter record as a Confidential Voter (i.e. Secured but non-ACP).
12.08	The System shall create a voter registration notification card to send to ACP and Confidential voters which does not include the actual residential address nor the precinct (see Issue Notices Use Case).
12.09	The System shall check new voter registration applications from OR DMV to identify if they are flagged as being an ACP member.
12.10	The System shall flag if a new OR DMV voter registration application or update is for an ACP voter.
12.11	The System shall alert County Elections Staff if a Confidential voter has requested an update to the voter record.
12.12	The System shall only allow certain users with authorized access rights to view the residential addresses of secured voters.
12.13	The System shall not display voter registration records for ACP voters to non-authorized users.
13.01	The System shall generate a notification to the Confidential voter that an update is pending upon a newly signed State Elections Form or a secured authorization through the Online Portal.
13.02	The System shall have an option for County Elections Staff to select unprocessed transactions within work queue to update and complete application.
13.03	The System shall keep UOCAVA voters as Active UOCAVA voters until the Staff has made an update to the voter record to change this status, upon request of the voter and as necessary.
13.04	The System shall verify if the applicant has already applied or is registered.

Manage Registry

Capability – Manage Registry	
No.	Functional Requirement Description
14.01	<p>The System shall present a list of fields that can be used to search for voter information. These voter identification fields include but are not limited to:</p> <ul style="list-style-type: none"> • Voter ID; • Voter name, including a phonetic match or “sounds like” name; • Date of birth;

Capability – Manage Registry	
No.	Functional Requirement Description
	<ul style="list-style-type: none"> • Oregon driver license number or non-operating Identification Card number (OR DMV Number); • Last 4-digits of Social Security Number; • Residence or mailing address; • Telephone number; • Email address; • County (provide note that this will restrict results to this County); • Effective date of registration change, Valid from data, Registration date; • Activity (e.g., name or address changes performed on the voter record); • Party affiliation; • Citizenship; • Source of registration (e.g., OR DMV, Online Portal, in-person, mail); and • Voter districts (e.g., answers to the questions: which house/senate district am I in?).
14.02	The System shall allow wildcard characters (an asterisk “*” or percent sign “%”) to be used in text fields to search for text that begin or end with specific characters.
14.03	The System shall allow searches to be restricted to a specific status, so that Staff can restrict the list of records that are displayed for a search.
14.04	The System shall provide results for all counties if County is not entered.
14.05	The System shall display a list of possible voter matches to the search criteria.
14.06	The System shall have the ability to search for the County of the user or other Counties if the user requests a wider search.
14.07	The System shall provide results for all counties if a specific County is not entered.
14.08	<p>The System shall display information about voters. For example, voter information may include:</p> <ul style="list-style-type: none"> • All search criteria where there is voter information; • Effective date of registration change; • Voter ID; • Voter status (includes Active/Inactive, Federal-only); • Precinct number; • Ballot drop site; • Provisional ballot status; • Name of voter; • Voting history of the voter; • Activity (e.g., name or address changes performed on the voter record); • Notes (narrative or attached image files); • Party affiliation; • Citizenship; • Source of registration (e.g., Motor Voter, Online Portal, in-person, mail); • Attached documents; • Valid from date or Effective data of change; • Registration date; and • Voter districts (e.g., answers to the questions: which house/senate district am I in?).

Capability – Manage Registry	
No.	Functional Requirement Description
14.09	The System shall display tasks associated with a voter record such as but not limited to: <ul style="list-style-type: none"> • Manage Deceased status. • Manage Felon status. • Record signature verification findings. • Other Pending tasks associated with the voter that require Staff interaction to resolve (see Use Cases: NCOA & County Transfers, Manage Secured Voter, Manage Duplicates, Process Returned Mail).
14.10	The System shall allow County Elections Staff to update any information on a potential voter's registration and history (see Use Cases for NCOA & County Transfers, Manage Secure Voter, Manage Duplicates, Returned Mail, Issue Notices, Manage Notices, Process Voter Registration Application, Provisional Ballots, and Process Deceased, and Process Felon for specific updates that Staff may make to a potential voter's record).
14.11	The System shall allow County Elections Staff select the option to cancel a voter registration (see Use Cases: NCOA & County Transfers, Manage Duplicates, Returned Mail, Manage Deceased, Manage Felon).
14.12	The System shall require County Elections Staff to indicate a reason for voter registration cancellation.
14.13	The System shall cancel a voter registration and remove the potential voter from the list of eligible voters.
14.14	The System shall allow County Elections Staff to determine if a cancelation notification will be issued.
14.15	The System shall allow the County Elections Staff to add cancelled voters to the queue for notice generation (see Use Case for Issue Notices).
14.16	The System shall allow County Elections Staff to print labels, including but not limited to voter mailing address labels and ballot label.
15.01	The System shall import and export electronic updates with the Electronic Registration Information Center (ERIC) on deceased individuals through an interface with ERIC.
15.02	The System shall have the ability to receive electronic updates from the Oregon Health Authority (OHA) on deceased individuals through an interface with OHA, should the Agency choose to implement this integration in the future.
15.03	The System shall have the capability to record the date of death.
15.04	The System shall attempt to identify potential matches of records and information on deceased individuals.
15.05	If the System finds a potential match between the applicant and a deceased individual, The System shall automatically update the potential voter's record as being deceased, add any additional information to the voter's record from DHS' information, automatically remove the voter from the roll of voters and add them to the queue for records that need to be processed for notice generation (see Use Cases for View & Manage Voter and Issue Notices).
15.06	The System shall identify potential matching records if only part of the personal identification information matches such as: Name, date of birth, OR DMV Number or last 4 digits of SSN.

Capability – Manage Registry	
No.	Functional Requirement Description
15.07	The System shall display a queue of deceased records that need to be processed.
15.08	The System shall have the ability for County Election Staff to review records marked as deceased and confirm the record is a match or indicate the records do not match.
15.09	The System shall automatically update the voter's status upon the County Election Staff indicating the voter is deceased.
15.10	The System shall remove the records from the queue of deceased to be processed once County Elections Staff indicates the record is not a match to a record in the System.
15.11	The System shall allow County Elections Staff to review information related to deceased records to determine if any match existing records.
15.12	If a record is updated, the System shall automatically update the record with the deceased information and the record may be added to the queue for notices to be generated (see Issue Notices use case).
15.13	The System shall allow the County Elections Staff to manually enter a record of a deceased individual.
15.14	The System shall attempt to identify potential matches, cancel voters, and notify County Staff to work the queue of notices to issue when deceased records are added to the System.
15.15	If the System does not find a potential match, the System shall add new records of deceased to the work queue of deceased for County Elections Staff to work.
15.16	The System shall allow County Elections Staff to reinstate a voter's voter registration, for example in the case a voter was deemed to be deceased and then it is found that the voter is not actually deceased.
15.17	The System shall allow County Elections Staff to flag a deceased voter record as not deceased.
15.18	The System shall require County Elections Staff to document the justification for flagging a deceased record as not deceased and forward the record to a supervisor for review and approval.
15.19	The System shall allow a County Elections Supervisor to review deceased voter records flagged as not deceased, the justification for the flagging, and either approve or deny the requested change.
16.01	The System shall receive updates from Oregon & U.S. District Courts on those incarcerated due to a felony conviction.
16.02	The System shall attempt to identify potential matches between the applicant and the incarcerated felons.
16.03	If the System finds a potential match between a potential voter and an incarcerated felon, The System shall automatically update the potential voter's record as being incarcerated, add any additional information to the voter's record from the courts' information, automatically remove the voter from the roll of voters and add them to the queue for records that need to be processed for notice generation (see Use Cases for View and Manage Voter and Issue Notices).

Capability – Manage Registry	
No.	Functional Requirement Description
16.04	If the System finds a potential match between an applicant for voter registration and an incarcerated felon, then the System shall add them to the queue for records that need to be processed for notice generation to confirm if their voting rights have been restored. (See Use Case for Issue Notice).
16.05	The System shall display a queue of incarcerated felons voter records that need to be processed.
16.06	The System shall have the ability for County Election Staff to review records marked as incarcerated and confirm the record is match or indicate the records to do not match.
16.07	The System shall automatically update the voter's status upon the County Election Staff indicating the voter is incarcerated.
16.08	The System shall update the status of the records from the queue of deceased to be processed once County Elections Staff indicates the record is not a match to a record in the System.
16.09	The System shall allow County Staff to review information related to incarcerated records to determine if any match existing records.
16.10	If a record is updated, then the System shall automatically update the record with the incarcerated information and the record may be added to the queue for notices to be generated (see Issue Notices use case).
16.11	The System shall allow the County Elections Staff to manually update a voter record of an incarcerated felon.
16.12	The System shall attempt to identify potential matches, suspend voters, and notify County Elections Staff to work the queue of notices to issue when felon records are added to the System.
16.13	If the System does not find a potential match, then the System shall add new records of incarcerated felons to the work queue for County Elections Staff to work.
16.14	The System shall allow Staff to reinstate voting rights to the voter by updating the voter record.
17.01	The System shall identify soft matching records as potential duplicates if only part of the personal identification information matches based on a configurable set of fields and thresholds such as name, date of birth, OR DMV number or last 4 digits of SSN.
17.02	The System shall identify potential matching records based on a configurable set of fields and thresholds such as full last name, first 5 characters of first name, DOB, OR DMV number & last 4 digits of SSN.
17.03	If the System identifies a potential match with a new voter registration application that would cause the voter's registration to change counties, then the System shall update the voter's registration in the new County, cancel the voter's registration in the old County and notify the old County of the cancelation.
17.04	The System shall display a queue of potential duplicate records, filtered for existing records with the oldest Effective Date of Change / Registration Date State-wide, and registered within the County that County Elections Staff is working so County Elections Staff can cancel the voter first.

Capability – Manage Registry	
No.	Functional Requirement Description
17.05	The System shall allow authorized users to configure and define the registration date, such as date at the time of the initial voter registration application is determined to be eligible.
17.06	The System shall allow Staff to set the parameters of the duplicate search.
17.07	The System shall identify potential matches within a County.
17.08	The System shall identify potential matches State-wide.
17.09	The System shall allow authorized users to turn off the State-wide duplicate checking.
17.10	The System shall display the details of all potential matches of multiple voter record for the same voter in the System, including but not limited to: <ul style="list-style-type: none"> • All voter record details in the System • Full name details including previous names and aliases • Identification numbers such as OR DMV number, SSN, etc. • Residential addresses • Mailing addresses • Signatures
17.11	The System shall have an option for users to indicate their determination, and the System shall retain that determination, of whether potential duplicate records match or not.
17.12	The System shall also maintain a history of all previous voter registration information for the new voter record.
17.13	The System shall add the record to the queue of records for which notices need to be generated. For example, a cancelation notice may need to be generated (see Use Case for Issue Notices).
17.14	If the County Elections Staff indicates that the records do not match, then the System shall maintain the records separately.
17.15	The System shall allow the County Elections Staff to take no action on resolving the duplicate and still issue a notice for more information (See Use Case for Issue Notices).
17.16	The System shall allow County Elections Staff to update a potential duplicate case with the action they took short of resolving the duplicate. In this case the County Elections Staff may request more or a confirmation of information by issuing a notice (see Use Case for Issue Notices).
17.17	If County Elections Staff works on a potential duplicate but does not resolve the duplicate, the System shall update the queue of potential matches with what has been worked on or not.
17.18	The System shall identify potential matches at time of data entry between potential new voter records and existing voter records based on the configurable definition of potential matches (see definition of potential matches in Manage Duplicates Use Case).
17.19	The System shall automatically merge potential match duplicate records and provide a record of the merge activity.
17.20	The System shall accept information from the Counties that duplicate records within Counties have been merged and that the person is still registered within the County. When

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No.	Functional Requirement Description
	duplicate records are merged, the System shall reduce the number of registered voters but not increase the number of canceled voters.
18.01	The System shall allow County Elections Staff to make mass updates.
18.02	The System shall provide County Elections Staff with multiple types or options of mass updates to make, such as but not limited to: <ul style="list-style-type: none"> • Cancelling all voter registrations for inactive individuals that have not voted in the last two federal elections and are in inactive status; • Cancelling all voter registrations that have had their address found to be invalid; • Canceling outstanding tasks and updating application status for applicants that have been issued a Notice of Incompleteness and no response has been received within a given time period; • Redistricting; • Zip code changes; and • Precinct changes.
18.03	The System shall allow the user to verify the mass update prior to making it in the System such as through previewing the changes or testing the update in a test database.
18.04	The System shall provide Staff the option of reviewing the changes prior to the changes being applied.
18.05	The System shall allow County Elections Staff to make mass updates to multiple records at one time.
18.06	The System shall allow County Elections Staff to generate new notices based on mass updates (see Use Case for Issue Notices).
18.07	The System shall allow County Elections Staff to undo any mass update that has been previously made in the System.
18.08	The System shall allow for the Staff to undo the specific parameters of the mass update, so as not to undo any other updates made in the System.
19.01	The System shall allow County Elections Staff to search for voter records (See Use Case for View and Manage Voter).
19.02	The System shall allow County Elections Staff to update the status of the voter record.
19.03	The System shall allow County Elections Staff to notate the reason for the status change as Returned Mail.
19.04	The System shall allow County Elections Staff to generate new notices (see Use Case for Issue Notices).
20.01	The System shall receive updates from OR DMV, USPS, and Electronic Registration Information Center (ERIC) on address change information.
20.02	The System shall attempt to identify potential matches between potential existing voter records.
20.03	If the System finds a potential match for the voter record, then the System shall update the potential voter's record with the updated address, add any additional information to the voter's record from information received from OR DMV, USPS, or ERIC, automatically move

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No.	Functional Requirement Description
	the voter to the correct County and add them to the queue for records that need to be processed in the new County Elections work queue.
20.04	The System shall provide County Elections Staff the ability to review the queue of potential matches to determine if a matching record exists within the System.
20.05	The System shall provide County Elections Staff the ability to sort the queue of potential matches using any criterion available in the queue.
20.06	If a potential update is determined as a match by the user, then the System shall automatically update the record with the new address information and the record may be added to the queue for notices to be generated (see Issue Notices use case).
20.07	If the address change is within the same County, then the System shall log the activity, mark the transaction as processed, and remove the record from the unprocessed work queue.
20.08	The System shall have the ability to assign a County to a voter record based on voter registration residential address fields.
20.09	The System shall have the ability to route voter records to the appropriate work queues based on assigned voter record County.
20.10	The System shall allow the County Elections Staff to manually update a record of an individual.
20.11	The System shall allow County Elections Staff to reinstate a voter's voter registration address and status previously in their County.
21.01	If the County Elections Staff identifies a matching record, then the System shall allow them to cancel the voter (see View & Manage or Cancel Voter use case).
21.02	The System shall identify soft matching records if only part of the personal identification information matches such as: Name, date of birth, OR DMV Number or last 4 digits of SSN.

Notices

Capability – Notices	
No.	Functional Requirement Description
22.01	The System shall have an option for Staff to issue a notice.
22.02	The System shall display a queue of records for which notices need to be created.
22.03	The System shall have the capability to prioritize requirements to issue notices.
22.04	The System shall allow Staff to modify the priority of requirements to issue notices.
22.05	The System shall create various types of notices for various reasons, including but not limited to: <ul style="list-style-type: none"> • Notice of confirmed voter eligibility including voter registration card; • Notice of incomplete or illegible information voter registration information;

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No.	Functional Requirement Description
	<ul style="list-style-type: none"> • Notice informing voter of changes made to their voter record (e.g., address change, status changes, etc.) (see use cases in the Manage Register section); • Notice requesting Registration Update Needed or Confirmation in the case of potential voters deemed deceased; • Only State and Local Notice – A notice to the voter that they are registered as “only State and Local voter”, meaning that they did not provided proof of citizenship (e.g., DMV ID, SSN, etc.) and therefore may only vote for State and local offices; • Notice requesting potential address update based on different address provided on petition compared to registration record; and • Notice that a voter’s ballot envelope was challenged or rejected.
22.06	The System shall allow Staff to issue second notices in the case first notices were returned as undelivered or the time since the first notice without any update has exceeded a defined period.
22.07	The System shall record what notice template and version was used to create the potential voter specific notice.
22.08	The System shall allow the user to email notices to potential voters.
22.09	The System shall allow for a voter record to be marked as “opt-out of emails”.
22.10	The System shall allow for a voter record to be marked as “opt-out of text messages”.
22.11	The System shall allow the user to print notices to be mailed to potential voters.
22.12	The System shall allow the user to print one notice at a time.
22.13	The System shall allow the user to print a batch of notices at a one time.
22.14	The System shall allow the user to create an extract of notices to be printed for 3rd party printing.
22.15	The System shall have the capability to export a mail merge file.
22.16	The System shall allow Staff to send a text message (SMS) to voters.
22.17	The System shall allow Staff to rank a voter’s communication preferences within the voter record.
22.18	The System shall allow Staff notices to be sent to potential voter’s email address on file based on notice type.
22.19	The System shall be capable of producing notices tailored to County specific requirements such as but not limited to local County contact names and elections office location based on System parameters.
22.20	The System shall allow County Elections Staff to produce notices to be generated in PDF, or a word processing format (such as MS Word) based on the notice.
22.21	For ACP and Confidential – The System shall not include Residential address on notices.
23.01	The System shall allow Staff users to manage notices.
23.02	The System shall allow user to create notice templates.

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No.	Functional Requirement Description
23.03	The System shall allow Staff to create notices using 3rd party productivity tools such as, Microsoft Word or Google Docs.
23.04	The System shall allow Staff to specify a retention period for the notification type.
23.05	The System shall allow Staff to create notices using functionality inherent to the System.
23.06	The System shall allow Staff to specify a name for the template.
23.07	The System shall display a list of templates available.
23.08	The System shall allow Staff to filter the list of templates by name, description, or other attributes associated with templates.
23.09	The System shall allow Staff user to select the template notice they want to update.
23.10	The System shall allow County Elections Staff to manage the pre-existing format and content of notice templates.
23.11	The System shall allow Staff to set review time periods for notices to generate a second notice once the time period has lapsed with no response to the first notice.
23.12	The System shall allow Staff to specify which notices a particular template is the default template for (for example, the default change of address notification template).
23.13	The System shall allow each County to create their own County specific templates.
23.14	The System shall allow Counties to share their County specific templates, allowing other Counties to utilize them.
23.15	The System shall have the ability to save templates for future use.
23.16	The System shall be able to create notices template with static content.
23.17	The System shall be able to create notices template with dynamic content based on data from specific voter records.
23.18	The System shall maintain a historical record of all notices sent to a registered voter.
23.19	The System shall have the ability to automatically purge notifications that are beyond the defined retention period for that notification type.
23.20	The System shall allow Staff with appropriate user access rights to archive notice templates.
23.21	The System shall have the ability to uniquely identify notices including versions of each notice and retain older versions.
24.01	The System shall allow users to process responses to notices.
24.02	The System shall provide a queue of voters who were sent notifications requiring resolution.
24.03	The System shall provide the ability for Staff to search for a notification by, but not limited to: <ul style="list-style-type: none"> • Voter Name; • Notification Type; • Address; and • Voter ID.
24.04	The System shall update the corresponding outstanding notice status when a new voter registration record or update is received for the given potential voter.

Capability – Notices	
No.	Functional Requirement Description
24.05	The System shall update the corresponding outstanding notice status when a voter provides a replacement or provisional ballot.
24.06	The System shall allow Staff to indicate receipt of a response to a notice and the information provided in the response.
24.07	The System shall allow Staff to close an outstanding or pending notice when a response to a notice is received.

Manage Jurisdictions

Capability – Manage Jurisdictions	
No.	Functional Requirement Description
25.01	The System shall allow Staff to manage geographic information in the System.
25.02	The System shall display a summary of geographic information in the System including but not limited to information that has been uploaded or modified, date, time and user that uploaded or modified data.
25.03	The System shall allow Staff to update geographic and projected coordinates.
25.04	The System shall allow Staff to update parcel information.
25.05	The System shall allow Staff to update zip code information with the plus 4 zip code.
25.06	The System shall allow Staff to update address points of residences.
25.07	The System shall have the capability to track Census block track.
25.08	The System shall allow Staff to export data in a selected format such as, but not limited to, .csv, .txt, .xlsx, .pdf, etc.
25.09	The System shall validate that all the geographic information in an election includes all the precincts defined for an election.
25.10	The System shall allow Staff to manage geographic information based on street file formats, including uploading street files to make updates, and downloading geographic information in a street file format.
25.11	The System shall allow Staff to manage geographic information based on geographic information system (GIS) formats, such as but not limited to: Shapefile (SHP), Keyhole Markup Language (KML), File Geodatabase (GDB) or GeoPackage, Layers (LYR), OpenStreetMap (OSM), ArcGIS, and roster formats such as ESRI Grid.
25.12	The System shall allow Staff to upload GIS files to make updates and download geographic information in GIS formats.
25.13	The System shall have the capability to identify residential addresses as valid residences based on County information of assigned addresses and zoned residences.
25.14	The System shall have the capability to identify addresses as commercial addresses.

Capability – Manage Jurisdictions	
No.	Functional Requirement Description
25.15	The System shall have the capability to validate zip codes against valid zip codes including plus 4 zip codes.
26.01	The System shall allow Staff to manage districts in the System.
26.02	The System shall display a summary of districts in the System including but not limited to information that has been uploaded or modified, date, time and user that uploaded or modified data.
26.03	The System shall allow Staff to manage districts, define district name, district type and any associated jurisdictions.
26.04	The System shall allow Staff to define all the counties associated with that district.
26.05	The System shall allow Staff to define a rank or order for the districts.
26.06	The System shall allow Staff to create or modify districts in a test or development environment.
26.07	The System shall allow Staff to stage the creation or modification of districts prior to implementing changes.
27.01	The System shall allow County Elections Staff to manage precincts in the System.
27.02	The System shall display a summary of precincts in the System including but not limited to number of precincts by County, information that has been uploaded or modified, date, time and user that uploaded or modified data.
27.03	The System shall allow County Elections Staff to manage precincts, such as separate or merge precincts / precinct parts.
27.04	The System shall allow County Elections Staff to define precinct name, type and any associated jurisdictions or districts.
27.05	The System shall associate precincts to jurisdiction or districts.
27.06	The System shall allow County Elections Staff to import geographic boundaries drawn in a GIS application, for the purpose of defining the geographical boundaries of a precinct. Data affected by the GIS data import must then be queued for mass updates.
27.07	The System shall allow County Elections Staff to associate ballot drop sites to precincts.
27.08	The System shall validate that all the precincts included in an election cover all the geographic area for an election.
27.09	The System shall allow for voter registration and ballot tally information to be reported by precincts.
27.10	The System shall allow for Staff to highlight a district and view the precincts that are within the selected district.
27.11	The System shall allow County Elections Staff to review precinct updates prior to them saving them.
27.12	The System shall allow County Elections Staff to undo or reverse changes that have been made to precincts.

Capability – Manage Jurisdictions	
No.	Functional Requirement Description
27.13	The System shall allow County Elections Staff to indicate a precinct is inactive and to archive the precinct.
27.14	The System shall have the capability to assign visual indicators such as color or shape coding to indicate status or potential priority.
27.15	The System shall have the capability to create precinct parts and sub parts.
27.16	The System shall allow County Elections Staff to manage precinct parts or sub-parts of a precinct like a whole precinct.
27.17	The System shall have the capability to have different precinct parts for different elections.
27.18	The System shall allow users to update the names of geographical boundaries to comply with standardized naming conventions.

Petitions

Capability – Petitions	
No.	Functional Requirement Description
28.01	The System shall provide an option for the Staff to process an application for a petition and to specify an Initiative or Referendum petition type.
28.03	The System shall allow the Staff to indicate whether the application is for an initiative or referendum, based on information entered by the Staff or directly obtained from the scanned application.
28.04	The System shall have the ability to query the ORESTAR system (Oregon SoS campaign finance system) to verify the appropriate campaign finance account for the petition has been established.
28.05	The System shall allow Agency Staff to indicate that the Campaign Finance has been setup.
28.06	The System shall route the transaction back to the appropriate county's work queue once it has been indicated that Campaign Finance setup is complete.
28.07	The System shall route to the appropriate county's work queue as an "Unprocessed".
28.08	The System shall allow the Staff to indicate if the application for petition is approved for circulation.
28.09	The System shall have the ability to maintain a list of paid circulators registered with the state.
28.10	The System shall determine the deadline for filing the circulated Initiative and Referendum petitions based on the date of the next election.
28.11	The System shall determine the number of signatures required for the Initiative or Referendum.

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No.	Functional Requirement Description
28.12	The System shall include on the notice for an application for petition: the disposition of the application (accepted or rejected), the date of the application, the number of signatures required for the petition, the deadline for filing circulated petitions, and the transaction number issued for the petition.
29.02	The System shall allow the Staff to enter in the information which may be provided on the two Secretary of State applications for petition.
29.03	The System shall allow the unique transaction number and the petition status to be searchable to the Candidate or Chief Sponsor through the Online Portal.
29.04	The System shall allow the Staff to indicate if the application for petition is approved.
29.05	The System shall determine the deadline for filing the circulated petitions based on the date of the next election.
29.06	The System shall allow Staff to save formatted templates of cover sheets and signature sheets to be printed.
29.07	The System shall determine the number of signatures required for the petition.
29.08	The System shall allow the Staff to create and modify the signatures required for petitions.
29.09	The System shall include on the receipt for an application for petition: the disposition of the application (accepted or rejected), the date of the application, the number of signatures required for the petition, the deadline for filing circulated petitions, and the transaction number issued for the petition.
30.01	The System shall provide an option for the Staff to process an application for a petition and to specify a Recall petition type.
30.03	The System shall allow the Staff to enter in the information which may be provided on the Recall applications for petition.
30.04	The System shall allow the Staff to indicate that the application is for a state or local Recall, based on information entered by the Staff or directly obtained from the scanned application.
30.05	The System shall allow the Staff to indicate if the application for a Recall petition is approved for circulation.
30.06	The System shall determine the deadline for filing the circulated Recall signatures.
30.07	The System shall determine the number of signatures required for the Recall.
30.08	The System shall include on the receipt for an application for petition: the disposition of the application (approved or not), the date of the application, the number of signatures required for the petition, the deadline for filing circulated petitions, and the transaction number issued for the referral petition.
31.01	The System shall provide an option for the County Elections Staff to process an application for a petition and to specify a referral petition type.
31.03	The System shall allow the County Elections Staff to enter in the information which may be provided on the applications for petition.

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No.	Functional Requirement Description
31.04	The System shall allow the County Elections Staff to indicate that the application is for a County Referral, based on information entered by the Staff or directly obtained from the scanned application.
31.05	The System shall allow the County Elections Staff to scan and attach any maps, charts or other graphics provided with the application for petition.
31.06	The System shall allow the County Elections Staff to enter the title, short title and text of the referral petition.
31.07	The System shall have the ability to count words within these text fields and clearly display the word count for the Staff.
31.08	The System shall allow the County Elections Staff to submit an application for petition.
31.09	The System shall allow the County Elections Staff to forward referral text to the Referral filer.
31.10	The System shall allow Staff to print the Referral text.
31.11	The System shall allow Staff to email the referral text to the Referral filer.
31.12	The System shall allow the County Elections Staff to indicate if the ballot title is approved for publication.
31.13	The System shall record the date of the Referral application, whether it is in the form of a ballot title request or referral text.
31.14	The System shall determine the deadline for receipt of the ballot title.
31.15	The System shall allow the County Elections Staff to create and modify the deadlines of ballot titles for Referrals.
31.16	The System shall allow County Elections Staff to assign a pending status to a Referral
31.17	The System shall allow County Elections Staff to assign a reason code and deadline for the duration of the publication.
31.18	The System shall determine the deadline for requested circuit court review requests.
31.19	The System shall allow the County Elections Staff to create and modify the deadlines of requested circuit review requests.
31.20	The System shall allow County Elections Staff to scan in additional documents received during the Referral process.
31.21	The System shall allow the County Elections Staff to approve the Referral.
31.22	The System shall allow County Elections Staff to approve a Referral and assign a measure number and add a date of election.
31.23	The System shall allow the Referral to be pulled into an election based on the entered date of election.
32.03	The System shall allow the unique transaction number and the petition status to be searchable to the Candidate or Chief Sponsor through the Online Portal.
32.04	The System shall allow the Staff to indicate if the voter's pamphlet content is approved.

Capability – Petitions	
No.	Functional Requirement Description
32.05	The System shall provide the ability for Staff to indicate if the applicant will pay the associated fees or will gather the necessary signatures for the information to be placed in the voter's pamphlet.
32.06	The System shall allow the Staff to process payments if the applicant chooses to pay fees associated with voter pamphlet content.
32.07	The System shall have the ability for issue official cover sheets and signature templates if the applicant will be collecting signatures.
32.08	The System shall include on the receipt for an application for petition: the disposition of the application (accepted or rejected), the date of the application, the number of signatures required for the petition (if necessary) the deadline for filing circulated petitions, and the transaction number issued for the petition.
33.01	The System shall have an option for the Staff to receive a circulated petition.
33.02	The System shall allow the Staff to select and receive the specific petition that was previously created in the System.
33.03	The System shall have the capability to record a scanned copy of a petition, including all signature logs as submitted.
33.05	The System shall be capable of determining whole sheets to be disqualified.
33.06	The System shall allow Staff to determine the parameters for disqualification.
33.07	The System shall determine the total number of signature sheets and signature lines submitted.
33.08	The System shall be capable of determining signature lines to be disqualified on remaining sheets.
33.09	The System shall identify the remaining signature lines of eligible electors after determining the whole sheets and signature lines on remaining sheets that are disqualified.
33.10	The System shall allow a receipt to be generated, stating an acknowledgement of receipt and the number of pages.
33.11	The System shall have the ability to count the number of signature lines and determine if the total falls within the required parameters.
33.12	The System shall allow Staff to select the type of signature sheets and parameters required (i.e. minimum and maximum number of signatures).
33.13	The System shall allow the Staff to record the date the petition was filed and generate a receipt of the filing with this information for the Chief Petitioner(s).
33.14	The System shall allow Staff to create a deadline after the receipt of signature sheets to select a random sample of signature lines to be processed, based on configurable values (e.g., 5% random sample to be selected in 20 business days).
33.15	The System shall allow Staff to create and modify deadlines for selecting the random sample.

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No.	Functional Requirement Description
33.16	The System shall allow Staff to create and modify the percentage for random sample of signature lines.
33.17	The System shall allow Staff to have the option to bypass the random signature sample.
33.18	The System shall allow Staff to enter in the total number of petition sheets received.
33.19	The System shall allow Staff to assign sheet number to all the initial signature log sheets received.
33.20	The System shall allow Staff to create, maintain & view a list of registered paid circulators.
33.21	The System shall have the capability to allow Staff to view a list of volunteer circulators and contacts.
33.22	If the sheets are already in the System, then the System shall allow Staff to view scanned images of the sheets and any automatic determination made by the System regarding each sheet.
33.23	The System shall allow Staff to disqualify petition sheets, indicate the specific sheet number disqualified and a reason for sheet disqualification.
33.24	The System shall update the number of remaining petition sheets based on the sheets that have been disqualified.
33.25	The System shall allow Staff to select a disqualification reason from a common list of values or enter a reason that is not listed inside a freeform text field.
33.26	The System shall allow the Agency's System Administrator to determine a set of values for common disqualification reasons to be shown in the dropdown field.
33.27	The System shall allow Staff to choose a disqualification reason from a dropdown list of values.
33.28	The System shall allow Staff to enter a reason that is not on the pre-determined list of reasons.
33.29	If the signature lines of each sheet are already captured in the System, then the System shall allow Staff to view scanned images of each signature line of the remaining sheets and any automatic determination made by the System regarding each signature line.
33.30	The System shall allow Staff to indicate in the System that specific signature lines are disqualified, remove the specific lines from further processing and indicate a reason for signature line disqualification.
33.31	The System shall allow Staff to indicate the number of remaining signature lines and disqualified signature lines per sheet.
33.32	The System shall determine the total number of remaining signatures for the petition from all the remaining sheets.
33.33	The System shall compare the total number of signatures remaining to the number required for the petition.

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No.	Functional Requirement Description
33.34	If the System identifies the total number of signatures remaining is greater than or equal to the number required for the petition, then the System shall indicate if the petition still valid pending the random sampling of the remaining signatures.
33.35	If the System determines the total number of signatures remaining is less than the number required for the petition and the deadline for submitting signatures has not passed, then The System shall deem the petition pending for not having enough signatures and notify the Chief Petitioner(s).
33.36	The System shall allow Staff to generate a Notice to the Chief Petitioner(s) of the insufficient number of signatures required for the petition.
33.37	If the System determines the total number of signatures remaining is less than the number required for the petition and the deadlines for signature submissions has passed, then the System shall deem the petition failed for not having enough signatures after receiving petition.
33.38	The System shall allow Staff to generate a Notice of the failed petition for the Chief Petitioner(s). (See Use Case for Issue Notices)
33.39	The System shall allow Staff to update the status of the petition.
33.40	The System shall allow Staff to indicate the petition sheets have been reviewed and are ready for the creation of random sample of eligible signatures.
33.41	The System shall allow Staff to enter and record any other notes applicable to the processing of the petition or signature logs in a freeform text field to track historical comments.
33.42	The System shall record the date and time of comments and notes entered by Staff in the text field.
33.43	The System shall allow Staff to record key information from any communication with petitioners regarding a specific petition, including but not limited to approximate date of when petition sheets will be delivered, the number of sheets and signature lines in each batch.
34.01	The System shall allow Staff to create a random sample for signature verification for a specific petition with a percentage of the total number of remaining eligible signatures for verification.
34.02	The System shall record what sheet number and line number have been randomly selected for verification.
34.03	If the signature log sheets and signature lines of the petition are in the System, then the System shall indicate the signature lines for verification. The System shall identify the sheets that contain signature lines for verification.
34.04	If the signature log sheets and signature lines of the petition are not in the System, then the System shall allow Staff to indicate the sheets that contain signature lines and the signature lines for verification.
35.01	The System shall allow Staff to record signature verification findings.
35.02	The System shall allow Staff to view the randomly selected signature lines to be verified.

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No.	Functional Requirement Description
35.03	The System shall allow Staff to view the randomly selected signature lines for verification at the same time they are viewing voter registration information.
35.04	The System shall allow Staff to record the results of signature verification for each signature line.
35.05	If the signature line is verified, then the System shall allow Staff to update the voter registration record of the signer with the history that they signed the given petition.
35.06	If the signature line is disqualified, then the System shall allow Staff to indicate a reason for the signature line disqualification.
35.07	The System shall allow Staff to indicate that a signature verification is pending based on a review.
35.08	The System shall allow Staff to check signature lines as many times as deemed necessary.
35.09	The System shall allow Staff to require a different Staff user for double or triple checks.
35.10	The System shall allow Staff to certify or finalize the results of their line-item signature verification.
35.11	The System shall indicate to Staff how many signature lines have been verified, and how many have been disqualified, pending or any other status.
35.12	The System shall determine the total number of disqualified signatures from each set of line-item signature verification.
35.13	The System shall allow Staff to lock down petitions after the challenge period has been completed and the jurisdiction has certified the petition for local petitions.
35.14	The System shall allow Staff to report on signature verification findings during the challenge period for petitions.
35.15	The System shall allow Staff to generate a Notice to the Chief Petitioner(s) or Candidate informing the signature verification findings (See Use Case for Issue Notices)
35.16	The System shall have the capability for County Elections Staff to manage configurable values of Staff hourly rates and estimated hours worked.
36.01	The System shall allow Staff to determine the final disposition of a petition.
36.02	The System shall determine the percentage of signatures found to be invalid from the random sample.
36.03	The System shall apply the percentage of signatures found to be invalid from the random sample to the signatures for verification and determine the number of signatures for the whole petition that are likely valid.
36.04	The System shall compare the total number of signatures that are likely to be valid from the whole petition to the number of signatures required for the petition.
36.05	The System shall allow Staff to close or finalize a petition and report the results.
36.06	If the System determines that the likely number of remaining valid signatures is greater than or equal to the number required for the petition, then the System shall deem the

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No.	Functional Requirement Description
	petition as having a sufficient number of signatures for the matter to be placed on the ballot.
36.07	The System shall be capable of generating a notice to the Governor if a petition is deemed to have a sufficient number of signatures for the matter to be placed on the ballot.
36.08	If System determines that a sufficient number of signatures have been submitted for a recall, then The System shall allow Staff to set a pending disposition for the recall and set a deadline for the Public Official resignation before processing further.
36.09	If the System determines that the likely number of remaining valid signatures is less than the number required for the petition, then the System shall deem the petition as not having a sufficient number of signatures for the matter to be placed on the ballot.
36.10	The System shall generate a notice if a petition is deemed to have a sufficient number of signatures for the matter to be placed on the ballot.
36.11	In either case of the final disposition of the petition, the System shall generate a notice to the Chief Petitioner(s) or political committee that applied for the petition with the final counts and results of the signature verification as compared to the number of signatures required for the petition and final disposition of the petition. (See Use Case for Issue Notices)
37.01	The System shall allow the Staff to indicate the type of petition being entered, based on information entered by the Agency Staff or County Elections Staff or directly obtained from the scanned application.
37.02	The System shall allow the Staff to issue a notice to the applicant of application for petition.
37.03	The System shall allow the Staff to scan and attach any maps, charts or other graphics provided with the application for petition.
37.04	The System shall allow the Staff to submit an application for petition.
37.05	The System shall allow the unique transaction number and the Petition status to be auto filled in Notice and petition receipt templates.
37.06	The System shall allow the unique transaction number and the petition status to be searchable to Agency Staff and County Elections Staff.
37.07	The System shall allow the unique transaction number and the petition status to be searchable to the Chief Petitioners through the Online Portal.
37.08	The System shall create a unique transaction number for the petition.
37.09	The System shall generate a unique transaction number for each Petition application filed.
37.10	The System shall have the capability to record a scanned copy of a paper application for petition.
37.11	The System shall provide an option for the Staff to process an application for a petition.
37.12	The System shall record the date of the application.

Capability – Petitions	
No.	Functional Requirement Description
37.13	The System shall send the unique transaction number for the Petition to Agency work queue for setup in the ORESTAR Campaign Finance System.
37.14	The System shall allow the Staff to create and modify the filing deadline of circulated petitions.
37.15	The System shall allow the Staff to create and modify the number of signatures required for petitions.
37.16	The System shall allow the Staff to enter in the information which may be provided on the applications for petition.
37.17	The System shall allow the Staff to enter the title, short title and text of the petition.

Elections Management

Capability – Election Management	
No.	Functional Requirement Description
38.01	The System shall allow Staff users to define State-wide elections.
38.02	The System shall allow Staff users to define local elections and specify the specific districts the local election includes.
38.03	The System shall allow Staff users to define a name and description for an election.
38.04	The System shall allow Staff to define, copy and modify an election specific calendar including but not limited to election date & time, early voting dates, deadlines for registrations and early ballots, and UOCAVA dates.
38.05	The System shall allow Staff to view a combined calendar for the System including but not limited to Oregon holidays, dates, times, and deadlines for all elections defined in the System.
38.06	The System shall allow Staff to define what districts are included in an election definition.
38.07	The System shall allow Staff to define what Counties are included in an election definition.
38.08	The System shall allow Staff to view precincts included in an election definition and notify a County that a possible change or update is needed.
38.09	The System shall identify the precincts to be included in an election based on the district and Counties included in the election.
38.10	The System shall allow Staff to select what parties are participating in the election for partisan elections.
38.11	The System shall allow Staff to define what type of State-wide election (e.g., general, primary, special election, special congressional district election, recall election).
38.12	The System shall propagate election definitions to all relevant Counties.

Capability – Election Management	
No.	Functional Requirement Description
38.13	The System shall allow County Elections Staff to further define state-wide elections for their County and complete the County election definition set up process for elections that are a part of state-wide elections.
38.14	The System shall allow County Elections Staff users to define election details of local-only elections such as but not limited to date, time, early voting dates, and deadlines for registrations.
38.15	The System shall allow County Elections Staff to define the districts for a local election.
38.16	The System shall identify precincts for a local election based on districts for the election.
38.17	The System shall allow County Elections Staff to define precincts for a local election.
38.18	The System shall allow County Elections Staff to define the type of election and if a partisan election pick the parties participating in the election.
38.19	The System shall allow County Elections Staff to define and/or identify drop off locations.
38.20	The System shall allow County Elections Staff to define that Federal-only voters are not eligible for local elections.
38.21	The System shall allow County Elections Staff to manage cross county elections.
38.22	The System shall identify all the unique ballot styles for the election based on the election definition, districts or jurisdictions and precincts.
38.23	The System shall allow Staff to close an election after the end of a challenge period.
38.24	The System shall allow Staff to re-open an election that was previously closed after the challenge period.
38.25	The System shall allow County Elections Staff users to further define the definition of all elections, except they will not be able to modify what defines.
38.26	The System shall allow certain authorized users to make changes to any election definition.
38.27	If defines a local election that includes a district that goes into another County, then the System shall notify both Counties of the election set up and to further define the local election in their County.
38.28	The System shall allow the local County election definition to include what districts and jurisdictions apply to the election, which may not include whole counties.
38.29	The System shall only propagate State-called elections to counties that have include some part of a district or jurisdiction defined in the State-wide election.
39.01	The System shall allow County Elections Staff to manage drop-off locations.
39.02	The System shall allow County Elections Staff to add a drop-off location to the System.
39.03	The System shall require County Elections Staff to enter various information to create a drop-off location such as but not limited to: <ul style="list-style-type: none"> • Drop-off location name or identification (the location's address); • Type of location and in what phase of the election the location can be used (could be one or multiple) (e.g. County office, early voting, election day, both, replacement ballot site);

Capability – Election Management	
No.	Functional Requirement Description
	<ul style="list-style-type: none"> • Contact information such as contact person, phone number and email address; • Accessibility such as Americans with Disability Act (ADA) compliant locations; • If location is not ADA compliant, include details to make the site ADA compliant; • Upload images and be able to print them.
39.04	The System shall allow County Elections Staff to view all information associated with a drop-off location including but not limited to drop-off locations, location information, precincts, district, workers associated with the location, and voting history of the location.
39.05	The System shall allow County Elections Staff to modify or deactivate whole polling locations or vote centers.
39.06	The System shall allow County Elections Staff to export drop-off site location information into a file including, but not limited to tabular address for each location, X/Y coordinates for each location.
40.01	The System shall allow County Elections Staff to manage ballot styles.
40.02	The System shall automatically generate a list of unique ballot styles that are needed in order to have the correct contests appear on the ballot for every given precinct / precinct part, district, election, party for partisan elections, and type of voter such as Federal-only.
40.03	The System shall allow Staff to generate a report of all the ballot styles in the election.
40.04	The System shall define ballot styles with a unique identifier, the precincts that are valid for the ballot style, the districts on the ballot style, and the party for the ballot style.
40.05	The System shall allow County Elections Staff to view a list of unique ballot styles.
40.06	The System shall allow County Elections Staff to add, modify, merge, or delete ballot styles.
40.07	The System shall allow County Elections Staff to add and modify measures, initiatives, referendums, recalls, or any other petition type to a ballot style due to them being processed and verified outside of the System.
40.08	The System shall validate that all the precincts for an election have assigned ballot styles.
40.09	The System shall allow County Elections Staff to update the ballot styles unique identifiers generated from the System to the ballot style identifiers used for printing or tabulation.
40.10	The System shall allow County Elections Staff to indicate that the list of ballot styles has been verified or is valid.
40.11	The System shall automatically mark the list of ballot styles as invalid or needing to be verified whenever geographic information, polling locations, or districts are modified in the System.
40.12	The System shall allow Staff to lock down an election definition and ballot styles so that no further changes can occur to districts or precincts that would affect ballots styles.
40.13	The System shall allow County Elections Staff to import a list of ballots styles for an election that also may include the unique identifiers from the tabulation systems.
40.14	The System shall update the list of ballot styles for an election based on an imported list of ballot styles.

Capability – Election Management	
No.	Functional Requirement Description
40.15	The System shall create Federal-only ballot styles that will only include federal races or contests based on election type.
40.16	The System shall create City/Town only ballot styles for partisan party elections with only City / Town races or contests.
40.17	The System shall support the creation of alternative ballot style formats such as large print, or formants necessary to comply with ADA requirements.
41.01	The System shall allow County Elections Staff to manage election workers.
41.02	The System shall allow County Elections Staff to view all potential and previous election workers for a given precinct or polling locations (see Generate Report use case for various election work reports).
41.03	The System shall allow County Elections Staff to view all voter registration information for registered voters that indicated they want to be election workers on their application.
41.04	The System shall allow County Elections Staff to view the detailed information associated with an election worker.
41.05	<p>The System shall display detailed information for election workers, including but not limited to:</p> <ul style="list-style-type: none"> • Election worker ID, OR DMV number or Voter ID; • Name, date of birth, last 4 digits of SSN; • Residential & mailing address; • Phone numbers, email address; • Party; • Skills, training, certifications; • Languages fluent; • Whether the election worker is not invited to return and associate reason why; • Whether the election worker is disabled or not and may have a service animal; • Roles (e.g. previously assigned role, current assignment); • Preferred precinct; • Preferred city; • Whether the election worker wants to be paid or not; • Notes; • Election worker history; • Status (e.g. potential, active/confirmed, previous); • Election assignment (of previous and future assignment); • Rates of pay for different roles or certifications; • Mileage traveled; • Related to another election worker; • Whether a County employee; and • Other information.
41.06	The System shall allow County Elections Staff to add potential election workers.

Capability – Election Management	
No.	Functional Requirement Description
41.07	The System shall attempt to match new potential election workers with applicants for voter registration and allow Staff to edit their information including updating the willingness to be an election worker on Election Day.
41.08	The System shall allow County Elections Staff to view a list of potential election workers not already assigned to a location that are available to work the particular election.
41.09	The System shall allow County Elections Staff to send a notification to potential volunteers through the online portal or registered voters email, if they have an email of file.

Process Elections

Capability – Process Elections	
No.	Functional Requirement Description
42.01	The System shall allow County Elections Staff to select the registered voter who needs a printed ballot.
42.02	The System shall allow for individual voters to be selected or for a batch of voter records to be selected based on criteria.
42.03	The System shall allow County Elections Staff to specify if the ballot is a physical printed copy, or an electronic ballot.
42.04	The System shall allow County Elections Staff to indicate if an envelope needs to be printed for that ballot, and if an envelope will not be printed the ballot must contain a scanner compatible barcode that allows County Staff to scan the ballot to associate it with the correct voter and section for the voter to sign.
42.05	The System shall allow County Elections Staff to indicate if the envelope needs to be compatible with envelope scanners.
42.06	The System shall allow County Elections Staff to print the relevant ballot and envelope.
42.07	The System shall allow for an individual ballot and envelope to be printed or a batch of ballots and envelopes to be selected for printing.
42.08	The System shall allow County Elections Staff to select the registered voter who needs and electronic ballot.
42.09	The System shall allow County Elections Staff to specify if the electronic ballot shall be exported to an external file, sent to the voter through the online portal or, if the registered voter has an email on file, directly to the voter's email address.
43.01	The System shall allow County Elections Staff to process receipt of a provisional ballot.
43.02	The System shall allow County Elections Staff to record information provided on the outside of a provisional ballot, such as recording where the provisional ballot came from.
43.03	The System shall have the capability to record a scanned copy of the outside of provisional ballots.

Capability – Process Elections	
No.	Functional Requirement Description
43.05	The System shall identify the registered voter associated with the provisional ballot.
43.06	The System shall display the voter's hand-written signature from their voter registration.
43.07	The System shall display an image of the signature from the voter's provisional ballot.
43.08	The System shall have the capability of comparing a hand-written signature from a voter's registration and from a voter's provisional ballot, determine if the signatures match and provide information on the potential match to County Elections Staff.
43.09	The System shall allow County Elections Staff to manually indicate if a hand-written signature matches between a voter's registration and their provisional ballot.
43.10	The System shall allow Staff to verify addresses written on provisional ballots to addresses that are allowed to vote in a precinct.
43.11	The System shall verify if a voter that submits a provisional ballot has already submitted an early ballot and had the early ballot accepted.
43.12	If the System determines that a voter submitting a provisional ballot has already submitted an early ballot, then the System shall allow County Elections Staff to indicate the disposition of the provisional ballot that was received with the appropriate disposition code and associated reason.
43.13	The System shall display to Staff whether an early ballot has been accepted or rejected.
43.14	The System shall require County Elections Staff to indicate a disposition of the received provisional ballot in the System, the receipt number on the provisional ballot and a reason for a rejected provisional ballot, such as not registered / not eligible, wrong ballot style, or polling location.
43.15	The System shall have the capability to track the reasons why provisional ballot is being submitted (for example: early ballot sent, wrong precinct, not registered, etc.)
43.16	The System shall require County Elections Staff to indicate a disposition of the received provisional ballot in the System, the receipt number on the provisional ballot and a reason for a rejected provisional ballot, such as not registered / not eligible, wrong ballot style, or polling location.
43.17	The System shall allow County Elections Staff to indicate in the System that the provisional ballot has been processed as a Federal Only Ballot status.
43.18	The System shall provide that status to the Public user of provisional ballots for Federal Only status and that only the Federal races will be counted. (See use case Perform Self Service Inquiry).

Tabulation and ENR

Capability – Tabulation and ENR	
No.	Functional Requirement Description
44.01	The System shall allow County Elections Staff to process the receipt of a ballot envelope.
44.02	The System shall allow County Elections Staff to scan a barcode on a ballot envelope to identify receipt of a ballot envelope. Note, the barcode may include the election code in addition to the voter ID to ensure proper ballot identification.
44.03	The System shall allow County Elections Staff to utilize a ballot sorter to identify receipt of a ballot envelope. Note, the barcode may include the election code in addition to the voter ID to ensure proper ballot identification.
44.04	The System shall allow County Elections Staff to record in the System the manner in which a ballot envelope was received (e.g., email, mail, drop off), location of receipt (e.g. specific drop off location), date and time ballot envelope was received and the time frame of the vote (e.g., early, on Election Day, late).
44.05	The System shall allow County Elections Staff to record information provided on the outside of a ballot envelope such as the voter signature.
44.06	The System shall have the capability to record a scanned copy of the outside of the ballot envelope such as the voter signature.
44.08	The System shall have the capability to capture the ballot envelope signature file and full image of the ballot envelope, including affidavit.
44.09	The System shall allow Staff to select whether or not to save the signature and ballot envelope images in the System.
44.10	The System shall have the capability of storing the ballot envelope image files in a location that will not overload the System and causing reduced performance and speed.
44.11	The System shall identify the registered voter associated with the ballot envelope.
44.12	The System shall display an image of the signature from the voter's ballot envelope.
44.13	The System shall have the capability of comparing a hand-written signature from a voter's registration to a voter's ballot envelope, determine if the signatures match and provide information on the potential match to County Elections Staff.
44.14	The System shall allow County Elections Staff to manually indicate if a hand-written signature matches between a voter's registration and their ballot envelope.
44.15	The System shall allow County Elections Staff to indicate a disposition (accepted, rejected, or suspense) of the received ballot envelope in the System and if rejected, include a rejection reason.
44.16	The System shall allow for County Elections Staff to designate a rejection reason.
44.17	The System shall allow County Elections Staff to add voter records to the queue to issue notices, for example to send notices for ballot envelopes accepted or rejected (see Issue Notices use case).
44.18	The System shall have the capability to check to ensure that ballot envelopes in a suspended status are cleared be for the canvass has been completed.

Capability – Tabulation and ENR	
No.	Functional Requirement Description
44.19	The System shall allow Staff to run reports of the number of ballot envelopes scanned, received, and rejected (See Use Case for Generate Reports).
44.20	The System shall allow County Elections Staff to produce reports to be generated in a selected format such as PDF, Excel, .csv or MS Word.
44.21	The System shall allow voter information, including signature files, to be exported to the ballot sorter used by the County.
44.22	The System shall give an indication to Staff that this ballot envelope is for an ACP-Secured or Confidential voter.
44.23	The System shall allow for specific System roles and access rights to be designated to those allowed to view ACP and Confidential voters.
44.24	The System shall allow a voter record to be clearly flagged as a voter requiring special circumstances due to disabilities.
44.25	The System shall allow Staff to enter in comments regarding the voter's special circumstances within the voter record.
44.26	The System shall allow for the Staff to override a rejection from the ballot sorter or hand-scanner if the signature stamp is deemed valid.
44.27	The System shall allow for the Staff to override a rejection from the ballot sorter or hand-scanner if the signature is deemed as a household exception.
44.28	The System shall allow Staff to flag active voter records with the same residential address to be manually reviewed for signature when received.
44.29	The System shall have the capability to alert staff that a ballot envelope has already been accepted and ability to override, along with being able to check activity.
45.01	The System shall allow for data to be exported in a format that can be manually and physically transferred to the tabulation systems used by the County Offices.
45.02	The System shall allow for a data export in a format that is readable by the County tabulation systems without manipulation.
45.03	The System shall allow for the Staff to update ballot styles (See Use Case for Manage Ballot Styles) and export updated data, in the case the tabulation system test fails to read the original ballot.
45.04	The System shall have the ability to interface with the tabulation system, and record the results counted by that tabulation system.
45.05	The System shall allow Staff to run reports of the ballot tally results (See Use Case for Generate Reports).
45.06	The System shall allow County Elections Staff to produce reports to be generated in a selected format such as PDF, HTML, Excel, .csv or MS Word.
45.07	The System shall have the ability to log if a ballot was rejected and which ballot envelope was rejected with an appropriate rejection reason.
45.08	The System shall allow Staff to run audit reports.

Capability – Tabulation and ENR	
No.	Functional Requirement Description
45.09	The System shall allow Staff to select formats and parameters of reports, including but not limited to, ballot tally by district, precinct, or ballot styles.
45.10	The System shall allow Staff to record comments of any discrepancies found in the logs of ballot envelope and voter records data in the System during the Tally Auditing process for historical tracking and historical reporting.
45.11	The System shall have the capability to alert Staff that a ballot has already been counted and the ability to override, along with being able to check activity.
46.01	The System shall allow for an interface with the tabulation systems used by the County Offices.
46.02	The System shall allow for the Staff to see the calculated results from the tabulation system with no ties or links to individual voter records (voting must be kept anonymized).
46.03	The System shall allow for County Elections Staff to view calculated results for the election, at any point in time during the election.
46.04	The System shall allow for County Elections Staff to run, export, and print election reports with date and timestamps, at any point during the election.
46.05	The System shall allow County Elections Staff to enter in write-in candidates.
46.06	The System shall allow County Elections Staff to import write-in candidate information, by way of a text, .csv, or Excel file import.
46.07	The System shall have the ability to calculate write-in votes with the counts already entered into the System for the current election.
46.08	The System shall allow County Elections Staff to run the Abstract of Votes report.
46.09	The System shall allow County Elections Staff to select whether to show election results for the individual county or all counties on the Abstract of Votes report.
46.10	The System shall allow County Elections Staff to certify elections.
46.11	The System shall allow County Elections Staff to run reports showing total calculations for each candidate and contest.
46.12	The System shall have the ability to provide reporting of election results by precinct and districts in a tabular format corresponding to GIS data.
46.13	The System shall allow County Elections Staff to export reports in a selected format such as PDF, Excel, .csv or MS Word.
46.14	The System shall allow County Elections Staff to close elections within their County.
46.15	The System shall have the ability to mark winning candidates based on the count of votes within the County.
46.16	The System shall allow the County Elections Staff to override the results, if necessary.
46.17	The System shall require a reason or comment if the System calculations are overridden.
46.18	The System shall mark all winning candidates with their new designated positions within the County.
46.19	The System shall convert the election status as “Closed”.

Capability – Tabulation and ENR	
No.	Functional Requirement Description
46.20	The System shall allow Staff to revert the election status for modifications.
46.21	The System shall allow a log of all transactions, including status changes, to be captured with a date and timestamp.
46.22	The System shall allow County Elections Staff to assign Abstraction results to Agency work queue.
46.23	The System shall generate a Notice to the Agency office when an Abstraction is assigned into their work queue by a County Elections Office.
46.24	The System shall make the Abstraction results read-only and un-editable by the County once it is assigned to the Agency work queue.
46.25	The System shall have the capability to allow County Elections Staff to pull back the Abstraction results should the County Elections Staff choose to retract the submission to correct an error.
46.26	The System shall allow Agency to view Abstraction results from the appropriate work queue.
46.27	The System shall allow for Agency to export Abstraction results in a selected format (e.g., Excel, PDF, .csv, etc.)
46.28	The System shall allow County Elections Staff to assign Abstraction results to another County's work queue.
46.29	The System shall generate a Notice to the Filing Officer's office when an Abstraction is assigned into their work queue by another County Elections office.
46.30	The System shall make the Abstraction results read-only and un-editable by the County once it is assigned to another County's work queue.
46.31	The System shall allow for a Filing Officer's County to pull final Abstraction report from their Abstraction work queue.
46.32	The System shall allow County Elections Staff to amend Abstraction results previously submitted to the Agency work queue.

Generate Reports

Capability – Generate Reports	
No.	Functional Requirement Description
47.01	The System shall display options to the user to run reports on all information in the System.
47.02	The System shall allow the user to filter the report to a subset of the data based on any information in the System.
47.03	The System shall provide multiple "canned" or pre-built reports for the user to select from and run or modify prior to running.
47.04	The System shall allow the user to build their own ad-hoc reports based on any information in the System.

47.05	The System shall allow the user to schedule the time of day when a report runs.
47.06	The System shall provide the selected report in a graphical display or data table format available for export from the System.
47.07	The System shall export report data in a format specified by the user such as but not limited to: .csv, .xlsx, .docx, .pdf, .xml, .html, .txt.
47.08	<p>The System shall provide multiple “canned” or pre-built reports for the user to select from and run or modify prior to running. Canned reports may include, but are not limited to:</p> <ul style="list-style-type: none"> • VR-021 Duplicate Voters Across Counties; • VR-005 Duplicate within County; • DP-007 Precinct Voter Count; • DP-012 Precinct Committee Persons; • E-021A Election Participation by Precinct; • BP-050 Challenged Ballots; • BP-033 Voted not Voted; • BP-015 Real Ballot Returns; • E-022 Election Audit Report; • DP-019 District Update Information Form; • PM-007 Petition Summary Results; • VR-014 Voter Walking List; • E-007 Election Billing Worksheet; • E-008 Allocation Cost Worksheet; • SEL 237 Election Day Report.

C. Non-Functional Requirements

No.	Capability	Non-Functional Requirement Description
48.1	Availability and Recovery	The System must be available with at least 99.99% uptime
48.2	Availability and Recovery	The System must meet the Recovery Point Objective guaranteed by the premium tier of Microsoft Azure SQL Database for standard/active geo-replication.
48.3	Availability and Recovery	The System must meet the Recovery Time Objective guaranteed by the premium tier of Microsoft Azure SQL Database for standard/active geo-replication.
49.1	Environmental	Compatible with supported version(s) of Windows Operating Systems.
49.2	Environmental	Production and non-production environments for the System must be configured the same.
49.3	Environmental	All System components (hardware and software) must use supported generations and versions.
50.0	Scalability and Capacity	The System must be scalable to accommodate increased capacity for voter registrations over the next 10 years.
51.1	Performance	Responsiveness of the System must be similar to that of a modern system and will be quantified during Requirements Validation (see Task 3 in Schedule 1 of this Transaction Document).
51.2	Performance	The performance of the System must not be negatively impacted by execution of back-end processes (e.g., data exchanges).
51.3	Performance	Provided the System is not actively undergoing load or stress testing, then the System performance must meet business user needs and not degrade to a sub-standard performance level over time as data volumes increase.
51.4	Performance	Interface transactions must be completed within a period of time determined during Requirements Validation (see Task 3 in Schedule 1).
51.5	Performance	All System performance times (e.g., response times and report generation) should average the time negotiated under the resulting Contract.
52.1	Regulatory	The System must have the ability to accommodate legally required changes.
52.2	Regulatory	The System's public portal(s) shall comply with the Web Content Accessibility Guidelines (WCAG), including WCAG 2.0 and WCAG 2.1; Section 508 of the US Rehabilitation Act of 1973; and the requirements of the Plain Language Act of 2010.
52.3	Regulatory	Services for this Project will be performed by the Contractor at location(s) physically located in the United States (US).
52.4	Regulatory	Data must be located exclusively on servers physically located in the US.
52.5	Regulatory	The voter record must be able to remain within the System indefinitely and be able to comply with State and County retention policies.

52.6	Regulatory	<p>The System must have the capability to adhere with Election law under Oregon Revised Statutes, which includes but is not limited to:</p> <ul style="list-style-type: none"> • 246. Administration of Election Laws; Vote Recording Systems; • 247. Qualification and Registration of Electors; • 248. Political Parties; Presidential Electors; • 249. Candidates; Recall; • 250. Initiative and Referendum; • 251. Voters' Pamphlet; • 253. Absent Electors; • 254. Conduct of Elections; • 255. Special District Elections; • 258. Election Contests; Recounts; • 259. Campaign Finance; and • 260. Campaign Finance Regulation; Election Offenses.
52.7	Regulatory	The System must not include any components that allow third parties to collect voter lists. In addition, no System components shall "spam" voters via SMS, email, or otherwise.
53.1	Security	The System must be able to limit or detect access to critical components in order to guard against loss of System integrity, availability, confidentiality, and accountability.
53.2	Security	All System software (including third-party software to be installed such as operating systems and drivers) and installation programs must be documented.
53.3	Security	The System must have protections against external threats and be able to monitor and respond to those threats.
54.1	Maintainability	Maintenance and Support offerings must be available from the Contractor and/or other support service providers.
54.2	Maintainability	The System has a product road map that Agency is able to provide feedback to influence future software development for Agency's business purposes.
54.3	Maintainability	The System must be configurable by Agency users with administrative privileges to adapt to basic changes that are needed (e.g., updating a functional setting by changing the selection from an existing dropdown list).
55.1	Auditability	The System must support full auditing and validation capability for viewing and changing voter records, ballot tracking, and specified election data.
55.2	Auditability	Fully auditable log of voter records and election management System records, including changes occurring throughout the lifecycle of those records.
55.3	Auditability	The System must have analytics capabilities on external interfaces, for the purpose of knowing where and when System failures occur (e.g. in the event of an OMV failure, this log would help the Agency identify the cause).
55.4	Auditability	The System must support full audit history of interfacing transactions.

55.5	Auditability	The System must, to the maximum extent feasible, include fully auditable log of ballots generated, and the changes throughout the lifecycle of those ballots. Contractor shall document gaps between “fully auditable” and the extent these logs are actually auditable during Requirements Validation (see Task 3 in Schedule 1 of this Transaction Document).
55.6	Auditability	The System must have the capability to provide notifications to the appropriate personnel for anomalous activities occurring within the System.
55.7	Auditability	The System’s audit logs must be secure, fully exportable, and easy to interpret.
56.0	Extensibility	The System must be able to be extended to support new voter registration and election management innovations (e.g., ranked choice voting).
57.1	Data Integrity and Accessibility	Agency is the owner of the data and will remain so during the entirety of the System’s period of performance. Contractor shall not sell or otherwise provide the data to any other entity without the express written consent of the Secretary.
57.2	Data Integrity and Accessibility	Data to be stored in two separate physical locations.
57.3	Data Integrity and Accessibility	The data is maintained in a manner that is protected from corruption.
57.4	Data Integrity and Accessibility	The System must provide access to all data for real-time operational reporting.
57.5	Data Integrity and Accessibility	The System must be able to support real-time analytics and reporting.
58.0	Transparency	The System and System operation must be transparent and fully documented.
59.0	Interoperability	System must allow for configuration, transfer, and load testing of files into ballot sorters, tabulators, and other third-party systems.

D. Required Interfaces/Integrations

Contractor shall interface the System with the external systems identified and described in Agency’s RFP #S-16500-00000053, Attachment D (Interface Use Cases), with the following modification: Use Case 2.1, Electronic Registration Information Center (ERIC) Import, must also include exports (not just imports).